

Bilingual (Slovak - English) Customer Support Needed

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Company: Strikingly

Location: Poland

Category: computer-and-mathematical

Strikingly is a modern, mobile-optimized website builder that's extremely easy to use. Our mission is to give everyone the power to unleash their individuality.

Our headquarters is currently based in Shanghai, China but we have deep Silicon Valley roots. We're backed by Y Combinator (W13), SV Angel, Funders Club, Innovation Works, Infinity Ventures, Index Ventures, Kevin Hale, and many others.

The Role

You will be responsible for :

Handling chats and emails in a professional manner.

Resolving customer inquiries and requests and ensuring strong customer satisfaction.

Working with various internal teams to ensure prompt and accurate order processing and delivery.

Escalating customer feedback as required.

Ideal Profile

You have at least 1 year of experience in a Customer Service role, ideally within the IT Services industry.

You possess excellent interpersonal as well as written and verbal communication skills.

You pay strong attention to detail and deliver work that is of a high standard

You possess strong analytical skills and are comfortable dealing with numerical data

You are adaptable and thrive in changing environments

What's on Offer?

Work alongside & learn from best in class talent

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