

Customer Support Specialist



Phone :

Web :

Job Summary

Vacancy :

Deadline : Oct 18, 2024

Published : Sep 18, 2024

Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

You take pride in exceeding expectations. You uncover needs by listening closely and asking perceptive questions. You also love technology. Your peers are impressed by your technical knowledge and know-how, which allows you to become their trusted advisor. You are not afraid to convince someone to change their mind and you recognize when you need to change yours. You are excited to take on new challenges and be part of something small that is growing into something big.

At Leap Tools, we are building the world's most advanced solutions for the interior décor industry. With customers in 80+ countries, our clientele includes Fortune 500 companies such as Home Depot, local retailers such as Alexanian's, and everything in between. We have been recognized as one of the fastest-growing tech companies by Deloitte for multiple years in a row, and we are looking for ambitious challenge-seekers to fuel our momentum and help us create an iconic global tech company.

What You'll Do

- Speak directly with customers via email and phone to help them resolve their needs
- Collaborate closely with our Project Management team to resolve customer challenges
- Work within GitLab to log all customer requests for action
- Leverage strong time management skills to ensure we're getting back to our customers quickly
- Maintain strong attention to detail to ensure nothing slips through the cracks
- Proactively message customers with the status of their requests to keep them informed and engaged as we resolve their challenges
- Communicate internally with other departments including Project Management, Customer Success, Engineering, Sales, and Product to ensure successful customer outcomes and maintain transparency
- Analyze support trends to identify recurring issues and recommend process or product improvements.
- Diagnose and thoroughly investigate customer issues to gain a deep understanding of their concerns, delivering tailored and effective solutions.

Requirements

- You have at least 3 to 5 years of experience in Customer Support or a similar role
- Strong technical acumen, with the ability to troubleshoot and resolve complex software issues.
- Experience with GitLab and/or Zendesk a plus
- You have clear communication skills, both written and verbal
- Experience in SaaS a plus
- Bonus asset: Fluency in a second language

About our culture

- We're a remote-first company that encourages our employees to work from where they're most productive.
- We work in tight-knit teams to cultivate an ownership mentality.
- We cherish curiosity and an obsession for details because we know these details are invaluable over the long run.
- We're hyper-focused on our achievements and our ability to execute our promises. We act with urgency.
- We value work-life balance by offering generous time off
- Work anywhere in the world for up to 3 months!
- We value families, by offering a parental leave program
- We offer a work-from-home stipend
- Your birthday (and our company birthday) is a day off!

About our hiring process

Now: You upload your resume and complete a brief questionnaire.

Step 1: We arrange a video call with you to assess your abilities. You will be asked to complete a take-home skills assessment.

Step 2: You attend the second video interview soon after.

Step 3: You meet one of the founders.

Step 4: You receive an offer.

Take the Leap. Apply now.

Our demo, in case you missed it: <https://www.roomvo.com/rugdemo4r>

[Apply for this job](#)

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
