

Customer Support Agent

Description

WHO WE ARE Manychat is a leading Chat Marketing platform. We help businesses engage with their customers on Instagram, Facebook Messenger, WhatsApp, and SMS. Manychat is a Meta Official Business Partner, backed by top investors, including Bessemer Venture Partners. With 130+ teammates across three global offices in New York, Barcelona, and Yerevan Manychat helps more than one million businesses worldwide interact with billions of customers in real-time at scale. No matter the use case generating leads, increasing engagement, providing 24/7 customer support, accepting payments, and beyond Manychat helps businesses improve their ROI and grow faster. WHO WE'RE LOOKING FOR We're looking for customer support "superstars" to join our team! This role isn't just about ticking off tickets and answering emails quickly, this is about delivering outstanding levels of service to our global customers. Our team is fun, kind, and empathetic - if this role and team sound exciting to you, we'd love to chat! WHAT YOU'LL DO Provide our users with an outstanding customer experience it's a part of our mission to make Manychat users feel happy whilst using our product Analyze and respond to queries via ticketing system (no calls) Become a power user of our product to delight the customers Identify cases that need to be escalated and escalate effectively Share feature requests and effective workarounds within the Support team Collaborate with the broader Manychat team on business objectives Attend regular team meetings to identify, discuss, and solve any ongoing projects, process improvement ideas, product features, etc. WHAT YOU'LL BRING 2+ years of experience in a customer-facing role in the tech company a SaaS, PLG or Enterprise background is a plus Fluency in English and Spanish or Portuguese Ability to troubleshoot problems, find answers to customer issues, and articulate complex solutions in clear written communication Team-first mentality, with an unmatched level of support for teammates Ability to work in a fast-paced environment and learn quickly Ability to collaborate cross-functionally to understand customer requirements and translate them into effective feedback for the product team Shifts we're looking to cover (you can choose from any options below): 11 AM - 8 PM São Paulo Time 12 PM - 9 PM São Paulo Time WHAT WE OFFER Professional development budget for relevant conference tickets, training programs, or courses. Flexible benefits plan to choose the perks that fit your needs. Health insurance, including dentistry, psychology sessions, nutrition consultations, surgery, and travel assistance. Manychat is an Equal Opportunity Employer. We're committed to building a diverse and inclusive team. We do not discriminate against qualified employees or applicants because of race, color, religion, gender identity, sex, sexual preference, sexual identity, pregnancy, national origin, ancestry, citizenship, age, marital status, physical disability, mental disability, medical condition, military status, or any other characteristic protected by local law or ordinance. This commitment is also reflected through our candidate experience. If you have individual needs that may require an accommodation during the interview process, please indicate this in your application. We will do our best to provide assistance throughout your interview process to ensure you're set up for success. Please mention the word **OUTPERFORM** and tag `RMzQuODIuMTE1LjExNw==` when applying to show you read the job post completely (`#RMzQuODIuMTE1LjExNw==`). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

Hiring organization

Manychat

Job Location

São Paulo, São Paulo, Brazil

Base Salary

\$ 107500 - \$ 155000

Date posted

April 24, 2024

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