

## Member Support Specialist Escalations Spanish & English

### Description

Inclusion at Bumble Inc. Bumble Inc. is an equal opportunity employer and we strongly encourage people of colour, lesbian, gay, bisexual, transgender, queer and non-binary people, veterans, parents, people with disabilities, and neurodivergent people to apply. We're happy to make any reasonable adjustments that will help you feel more confident throughout the process, please don't hesitate to let us know how we can help. In your application, please feel free to note which pronouns you use (For example: she/her, he/him, they/them, etc). The Bumble Inc. Member Support team is responsible for delivering exceptional customer support. Our collective vision is that the members we support will not only retain their loyalty to Bumble but also become advocates for our platform. We aspire to be a true differentiator for Bumble, ensuring that every interaction with our team leaves a lasting positive impression on our members. We are looking for a passionate and driven individual to join our Member Support Escalations team. Working for all Bumble Inc. brands, the Member Support Specialist, Escalations will be responsible for handling member escalations and contributing to reducing the number of escalations we receive by analysing the root cause and providing recommendations and solutions. This role will be based in the US, reporting to the Member Support Manager, Escalations in the UK. We aim to support our members 7 days a week so ask that you're comfortable being scheduled to work Saturdays and Sundays in exchange for replacement time off during the week. What you'll be doing Investigate and troubleshoot the most sensitive and complex escalations to resolution, spanning topics including but not limited to data privacy, billing and technical Demonstrate the ability to efficiently manage and navigate through high volumes of tasks, particularly during peak periods or busy times Gather, analyse and utilise relevant data and escalation trends to develop improvements to the overall escalation process, and provide recommendations for process, policy and product improvements Handle high-pressure escalations and grey areas, and collaborate with cross-functional experts, when appropriate, to resolve issues swiftly Investigate bug and app functionality reports and work with the Engineering Team to help them resolve issues Manage internal escalations in an efficient and timely manner Proactively contribute ideas and feedback to enhance team efficiency and effectiveness, ensuring continuous improvement in processes and workflows About you Minimum 2+ years experience in a customer service team or an equivalent environment in an escalations role or as a senior agent Excellent oral and written skills in English and Spanish Experience in a fast-paced, startup environment You are flexible, self-motivated, dedicated, and hard-working You have a positive approach together with a willingness to learn You are able to understand and summarise complex cases quickly You have outstanding analytical skills and excellent judgement You have the ability to use critical thinking and logic to isolate and resolve issues You are enthusiastic and fun to work with You are deeply passionate about Bumble's brand vision and values \$55,000 - \$58,000 a year Base Compensation Range: \$55,000 - \$58,000. For base compensation, we set standard ranges for all roles based on function, level, and geographic location. This position is also typically eligible to participate in our short- and long-term incentive programs. Benefits include Medical, Dental, Vision, 401(k) match, Unlimited Paid Time Off Policy. About Us Bumble Inc. is the parent company of Bumble, Badoo, Fruitz and Official. The Bumble platform enables people to build healthy and equitable relationships, through kind connections. Founded by Whitney Wolfe Herd in 2014, Bumble was one of the first dating apps built with women at the center and connects people across dating (Bumble Date), friendship (Bumble BFF) and professional networking (Bumble Bizz). Badoo, which was founded in 2006, is one

**Hiring organization**  
Bumble Inc.

**Job Location**  
Remote

**Base Salary**  
\$ 57500 - \$ 107500

**Date posted**  
April 26, 2024

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of the pioneers of web and mobile dating products. Fruitz, founded in 2017, encourages open and honest communication of dating intentions through playful fruit metaphors. Official is an app for couples that promotes open and honest communication between partners and was founded in 2020. Please mention the word **\*\*BRIGHTER\*\*** and tag RMzQuMTQ1LjE1My4xMjA= when applying to show you read the job post completely (#RMzQuMTQ1LjE1My4xMjA=). 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**

Job listing via RemoteOK.com