

# Product Support Specialist

## Description

Come join our Product Support team as a Product Expert, providing technical support to our B2B customers. Our technical customer support efforts are essential to our customers' experience, helping to answer questions, troubleshoot customer inquiries, and working creatively to keep customers working on what matters most: growing their business! People who thrive in this role are curious and creative; they're driven by empowering others to be successful. They're energized by the opportunity to be challenged and enjoy growing and stretching their skills every day. The customer is at the center of everything we do. What you will be doing: You will work with Podium customers to answer how-to questions and troubleshoot the Podium platform. When customers have questions, you have answers! You will deliver a human-first experience and resolutions for customers through voice and written interactions across chat, email, phone, and Podium tools in a timely and accurate manner. You will become an expert in Podium products, both at a technical and customer use-case level. You will not stop at a simple resolution, but will look for opportunities to help customers maximize their value from Podium, looking for new ways to work smarter and delight customers! You will work with Podium to increase organizational efficiencies, share feedback, and help others work smarter while driving customer value higher. You will collaborate with certain Podium departments (Sales, Onboarding, Account Management, Retention, etc.) to increase customer engagement and contribute to retaining customers long term! General terms of contract fulfillment: Ticket Resolution + Case Volume Customer Satisfaction + Quality of Customer Interactions What experience you should have: MUST SPEAK ENGLISH FLUENTLY Must be geographically based in Medellín, Colombia 2-3 years of providing Software-as-a-Service (SaaS) customer support to businesses with examples where you've influenced customers for the better Demonstrated background of providing support for multiple online software or SaaS products and/or IT experience Experience building best practices geared towards support quality and efficiencies, potentially from having served as a Subject Matter Expert (SME) or in other roles The ability to balance working independently and through ambiguity while contributing to improving customer satisfaction Multiple examples of prioritizing for highest impact/value work amongst competing priorities or demands You are familiar with basic web technologies (ex: HTML, CSS, JSON, and JavaScript) You are familiar with navigating and working with multiple support systems such as or similar to the following (ex: Salesforce, Twilio, ServiceNow, Zendesk, Freshdesk, Service Cloud, LiveAgent, Intercom etc) What you should know: Must be available to provide the services within U.S. business hours Contractual pay is \$1700 USD/month Please mention the word \*\*GENUINE\*\* and tag RMjQuMTQwLjIwNS4xMTA= when applying to show you read the job post completely (#RMjQuMTQwLjIwNS4xMTA=). 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](https://www.RemoteOK.com)

## Hiring organization

Podium

## Job Location

Medellín, Antioquia, Colombia

## Base Salary

\$ 60000 - \$ 120000

## Date posted

May 30, 2024

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