

# Customer Support Specialist

## Description

The app that won millions of hearts! At Prisma Labs, we are developing a universe of creativity with our feature product Lensa winning the hearts of millions of digital creators. Lensa is a photo and video editing super app that uses AI (neural network technology, deep learning, and computer vision) to deliver the power of imagination to the world. Our remote team is spread across the globe and comes together to make a spectacular product that is changing the photo and video arena. We value creativity, out-of-the-box thinking, and loving what you do, that's why we're looking for the best individual to join us! If you love a challenge and you have the passion to do great things – you've come to the right place. Prisma-chivements Our history and achievements in a nutshell. Back in 2016, Prisma was introduced to the world. Its AI style transfer won awards and allowed users to turn photos into art masterpieces. Can you imagine? Fast-forward to 2018, and our team introduced Lensa, a fully-fledged photo editor with a whole lotta AI power. One-tap edits, tons of photo processing options, and filters caught the attention of over 15 million people that download our app. In 2022 we launched our mind-blowing Magic Avatars. It's not photo editing, nor a filter or an effect. It's like nothing you have ever seen, we promise. Generate mind-blowing avatars in various art styles from your portraits with one of the most advanced AI ever created! The future? We'll see you there! We are looking for a Customer Support Specialist We're looking for customer support superstars to join our team as a Customer Success/Support Specialist. This role isn't just about ticking off tickets and answering emails quickly, this is about truly delivering WOW levels of service to our global customers. What you will do: Providing our users with an outstanding customer experience – it's part of our mission to make Lensa users feel happy whilst using our apps Communicate with users via email and Zendesk (no calls) Identify customer needs and help customers use specific features Identify cases that need to be escalated and escalate effectively Take the extra mile to engage customers Inform customers about new features and functionalities Share feature requests and effective workarounds with team members Provide feedback on the efficiency of the customer service process Attend daily and weekly team meetings to identify, discuss, and solve any ongoing projects, process improvement ideas, product features, etc. Tools that we use: Zendesk and Appfollow App Store and Google Play Jira, Slack and Notion What we expect from you (must have): Proven customer-facing/support experience in mobile app support Excellent command of the English language Clear communicator with excellent written, verbal and listening skills. Ability to collaborate cross-functionally to understand customer requirements and translate them to effective feedback for product team Ability to break down complex problems, offer well thought-out recommendations and push problems to resolution Proactive approach and commitment to personal growth Eagerness to excel in user support European time zone is preferable (GMT+2+3) It would be cool if you have: Knowledge of analytical systems such as Amplitude, Firebase, etc. Experience in using internal administration tools Experience with Stripe and/or Paypal Experience with disputes Knowledge of task management systems such as Jira, Trello or something similar Proficiency in multiple languages with practical application Passion for photo/video editing What we offer for you: Competitive salary and meaningful equity We value our team members and want to make sure that they are compensated well. We will make an ambitious offer tailored to each person. Remote-first Although we have a fancy office in sunny Limassol, we understand the importance of flexibility and work-life balance. Prisma people work from all over the world, so you can choose any location you prefer. Professional development We are committed to helping our team members grow both professionally and personally. We pay for tuition and courses and conduct

## Hiring organization

Palta

## Job Location

Limassol, Limassol, Cyprus

## Base Salary

\$ 50000 - \$ 80000

## Date posted

June 4, 2024

[Apply Now](#)

online/offline lectures and training. You can count on attending professional conferences, including foreign ones. Team spirit â?¶ Weâ?¶re a young team with a very flat, open, and friendly culture. We believe that collaboration and communication are key to achieving our goals. Flexibility â?¶ We understand that life can be unpredictable. That's why we offer the ability to build your own schedule, as well as the flexible ability to go on vacation. If necessary, we provide a day off (in case of unforeseen circumstances). Tech, home office, software â?¶ We want to make sure that our team members have everything they need to do their best work. We provide powerful hardware, gadgets, and software licenses. Please mention the word **\*\*IMPROVEMENTS\*\*** and tag `RMTUxLjgwLjE0My4yMDY=` when applying to show you read the job post completely (`#RMTUxLjgwLjE0My4yMDY=`). 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)