



Z U P E R

Customer Support Specialist JD

Roles & Responsibilities:

- Respond to customer queries in a timely and accurate way, via phone, email or chat
- Update our internal databases with information about technical issues and useful discussions with customers
- Monitor customer complaints on social media and reach out to provide assistance
- Gather customer feedback and share with our Product, Sales and Marketing teams
- Experience as a Customer Support Specialist or similar CS role
- Familiarity with our industry is a plus
- Experience using help desk software and remote support tools
- Understanding of how CRM systems work

Expectations:

- Having an experience of 2 to 5 years
- Excellent communication and problem-solving skills
- Ensure customer satisfaction and provide professional customer support.
- Excellent Communication Skills
- Active team player, self-starter, and multitasker who can quickly adjust priorities
- Ready to work in rotational shifts

Benefits:

1. Flexible in Office timings
2. Wellness Coverage
3. Work Life Balance