

Denmark Jobs Expertini®

Customer Support (Norwegian - English speaker)

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Company: Strikingly

Location: Denmark

Category: computer-and-mathematical

Strikingly is a modern, mobile-optimized website builder that's extremely easy to use. Our mission is to give everyone the power to unleash their individuality.

Our headquarters is currently based in Shanghai, China but we have deep Silicon Valley roots. We're backed by Y Combinator (W13), SV Angel, Funders Club, Innovation Works, Infinity Ventures, Index Ventures, Kevin Hale, and many others.

The Role

Your Responsibilities will include:

We're looking for a Swedish - English customer support agent or Happiness Officers that will provide professional and friendly service through our email and live-chat channels. This person should have a passion for helping others and be able to stay calm under pressure.

You'll also translate our product into Swedish. You'll be given the tools to do so easily, and you translate regularly, and moderate others' translations.

Ideal Profile

Customer support experience in a fast-paced environment

Great Swedish and English communication skills, both written and oral

Should love making customers happy!

Should have the ability to assess each customer's issues

Knows how to deal with difficult customers/clients

Has good analytical and problem-solving skills

Has good accurate records keeping

Must be a good team player

Can work with minimal supervision

Ability to prioritize and multitask

Knowledge of Domains, SEO, and Analytics is a plus!

Must be able to work remotely and full-time (at least 40 hours per week)

What's on Offer?

Convenience in working from home

Fun and collaborative international working environment

Opportunities for career advancement

Training and growth opportunities

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