

Argentina Jobs Expertini®

Customer Support Agent (Argentina)

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Company: Flipdish

Location: Buenos Aires

Category: computer-and-mathematical

Customer Support Agent (Argentina)

At Flipdish, we're turning the tables in favour of independent restaurant and takeaway owners by providing them with the tools they need to make their lives easier. We provide our customers with a suite of powerful, but straightforward tech along with (real human) support, so they can thrive on their own terms.

Everything we do is designed to make running a restaurant satisfyingly simple, in a world that's anything but.

About this role

Due to our continued growth, Flipdish is hiring for a Technical Customer Support Executive. This is an exciting opportunity for a motivated self starter who has the flexibility to adapt to changing priorities. You will have excellent verbal and written communication skills to allow you collaborate effectively with many internal and external stakeholders

Please note this role is working on a 7 day a week shift rota, covering 6am - 12am (UTC) shifts.

In this job, you'll...

Provide outstanding customer support: Respond promptly and professionally to customer inquiries and issues via phone, email, and chat, ensuring a positive and satisfactory resolution.

Handle customer complaints: Actively listen to customers, empathize with their concerns, and work diligently to resolve problems in a timely manner, demonstrating excellent problem-solving skills.

Communicate effectively: Clearly and concisely communicate information, instructions, and solutions to customers in a friendly and professional manner, adapting communication style to suit the customer's needs.

Maintain accurate records: Document customer interactions, issues, and resolutions accurately and comprehensively in our Salesforce, ensuring proper tracking and follow-up.

Collaborate with team members: Work closely with the support team and other departments to escalate complex issues, share knowledge, and contribute to continuous process improvement.

Stay updated on product knowledge: Maintain a solid understanding of our software and services, staying up-to-date with new features, updates, and industry trends to provide accurate information to customers.

Adhere to service level agreements (SLAs): Meet or exceed established performance metrics, including response time, resolution time, customer satisfaction, and quality assurance targets.

Embrace a positive customer-focused mindset: Strive to create exceptional customer experiences, building and maintaining strong customer relationships through friendly, helpful, and professional interactions.

We're looking for...

Fluency in English and Spanish: Exceptional verbal and written communication skills in English are essential.

Availability: Willingness and flexibility to work evening shifts and weekends as required to meet customer needs.

Customer service experience: Prior experience in a customer support or service role, handling customer inquiries and resolving issues effectively and efficiently.

Multichannel support skills: Proficiency in handling customer interactions through phone, email, and chat platforms, demonstrating excellent interpersonal and communication skills across different channels.

Problem-solving abilities: Strong critical thinking and problem-solving skills to assess situations, analyze information, and provide appropriate solutions.

Empathy and patience: Ability to empathize with customers, actively listen to their concerns, and remain calm and patient in challenging situations.

Organizational skills: Detail-oriented with the ability to prioritize tasks, manage time effectively, and handle multiple customer inquiries simultaneously.

Tech-savvy: Comfortable working with computer systems, software applications, and customer support tools. Experience with Salesforce is a plus.

About Flipdish

We're Flipdish, an Irish unicorn (valued at over \$1bn), serving independent restaurants in a world transformed by tech. No matter how fast Flipdish has grown, we've evolved around our customers and their needs. We're not just an end-to-end ecosystem of technology, but a team committed to supporting people in the food industry.

We go to great lengths to understand our customers (check out our C-suite on work experience). We're food industry natives. We've worked in busy kitchens and run busy restaurant franchises. We don't just help our customers deal with real life problems, we give them a way of competing with the big chains, growing on their own terms, and falling back in love with what they do.

Our culture

At this point, you might expect the usual spiel about how great a place Flipdish is to work at and how great our work culture is (and it is!). But, this all depends on our employees. And that's because we trust our employees to define what sort of an employer Flipdish is. Transparency is hugely important to us. We listen to one another. We collaborate. And we give everyone a way to grow their careers through a supportive environment.

We're a company that values diversity, inclusion, and wellbeing as standard. We believe in balance, not burnout. And all permanent employees qualify for our share scheme because we share our success.

We certainly encourage flexibility where possible and combine this with beautiful offices in bustling cities like London, Dublin & Karachi. We're focused on getting the most out of our time together, output and team energy is at the heart of our hub based philosophy - not an attendance ticking exercise!

So, if you want to join a genuinely friendly team, take a look at our current openings and get in touch. And if you don't see an opening just yet, do get in touch and register your interest

with us anyway. We'll be in touch as soon as something suitable opens up.

Don't be shy. Apply.

We know that imposter syndrome can be a thing. Don't let it be. We want enthusiastic people from all backgrounds. If you feel like you're up for working with us, get in touch.

We also understand neurodivergent candidates might need assistance. That's not a problem in the slightest. Just reach out to us, we'd love to hear from you.

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