

Argentina Jobs Expertini®

Customer Support Representative

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Company: MURAL

Location: Argentina

Category: computer-and-mathematical

Mural, the leading visual work platform for the enterprise, makes teamwork feel like less work. Our intuitive visual workspace enables teams to easily work together and collaborate better using proven design-thinking techniques. Built for enterprise teams, Mural meets the most stringent of IT and regulatory requirements. Industry leaders including IBM, Microsoft, SAP, and Abercrombie & Fitch choose Mural to help their teams accelerate innovation and problem solving at scale. Whether your team is fully remote, distributed, in the office, or still figuring it out, Mural brings teams across the enterprise together to do the work that matters most.

ABOUT THE TEAM

Mural created the Collaborative Intelligence System to power cultures of effective collaboration where everyone is connected, contributing, and empowered to deliver business-driving outcomes.

Founded in 2011, Mural is a leading innovator in visual collaboration for hybrid, remote, and distributed teams. We believe in what we build, and our team of more than 900 Muralistas around the world collaborate in the Mural app. Our values guide our intentionally inclusive product and culture, which includes collaboration design education and a flexible monthly stipend for learning, wellness, and coworking.

YOUR MISSION

As a Customer Support Representative you will respond to customer requests, provide general support and engage with customers to help them achieve their goals. As a successful candidate you will be able to convey how exciting and innovative our software

is. You will turn our current customer base into Mural fanatics by showing how easy and fun it is to collaborate in design thinking with Mural.

WHAT YOU'LL DO

Manage and respond to customer requests

Understand our customers and become their advocate

Educate and instruct customers through email, chat, phone call and video

Assist the Customer Experience team with managing their accounts as needed

Collaborate with the Product team on how to improve the product

Collaborate with Customer Success on education programs

WHAT YOU'LL BRING

Fluency in spoken and written English (additional languages are a plus)

Willingness and passion for understanding, helping and teaching customers

The curiosity to find new, better ways to solve problems

A strong passion to help teams succeed, and empathy with users

2+ years experience in software customer support (ideally B2B)

Experience troubleshooting and reporting software bugs

Experience tracking bugs with a QA and development team

Great visual communication skills

Remote working experience

The ability to provide clear and concise guidance through emails, over the phone, video or in person

Availability to work some weekend shifts

The possible shifts available are: 2 to 10pm ART, OR 3 to 11pm ART

Equal Opportunity

We will ensure that individuals with disabilities are provided reasonable accommodation to participate in the job application or interview process, to perform essential job functions, and to receive other benefits and privileges of employment. Please contact us to request accommodation.

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