Jr. Customer Support Specialist

Location: Flexible remote and office-based work - McLean, VA (USA)

Department: Customer Success

Reporting to: Customer Support Manager

Overview:

Join our fantastic support team and help make ContactEngine the world's #1 customer conversation engine. At ContactEngine, we use proactive conversations powered by artificial intelligence to transform customer communications for global brands. We are looking for a **Jr. Customer Support Specialist** who can bring fresh ideas, creative solutions, and curiosity to learn continually.

As a Jr. Customer Support Specialist, you will be part of a team that provides 24/7 support critical to our client's success. You will have the opportunity to switch between teams and projects as you and our fast-paced scale-up business grows and evolves. Our Jr. Customer Support Specialist is a versatile leader that enthusiastically takes on new challenges as we continually push our technology forward.

Key Responsibilities:

- Monitor requests for support from our clients to provide solutions.
- Proactively identify, investigate, escalate, mitigate, resolve, and determine root causes for issued raised.
- Communicate with clients to gather the appropriate information to address concerns.
- Provide timely updates on the status of pending support tickets.
- Maintain close relationships with Customer Success Architect Team, Clients, and Engineering Teams.
- Identify and resolve client issues and create improvement opportunities.
- Identify and analyze key metrics to anticipate potential service-impacting issues.
- Create improvement processes to prevent incident reoccurrences.

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Core skills and attributes:

- Ability to use sound judgment and decision-making skills to resolve issues quickly.
- Ability to multi-task, investigate, analyze, and problem-solve complex issues.
- Ability to develop effective working relationships with internal and external teams.
- A willingness to learn in a fast-paced environment.
- Able to work in a team setting as well as remotely in an independent setting.
- Strong presentation skills, excellent ability to present written information in a structured, and balanced form tailored to the audience.
- Able to operate under pressure effectively.
- A curious and questioning approach. Asking why and looking for constant improvement.

Personal attributes and other requirements:

- Ability to be flexible with work schedule (nights, weekends, holidays).
- Willing to travel (c. 10% of the time).
- Strong work ethics and interpersonal skills and the ability to adapt to a complex and ever-changing environment.
- Clear and concise written and oral communication skills.
- Honest, diligent, and trustworthy.
- Multi-lingual a plus!
- Creative problem solver – innovative thinker.

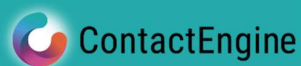## What ContactEngine brings to the table:

- You'll be joining a rapidly expanding and award-winning company, with world class and disruptive SaaS technology.
- You'll have excellent opportunities to use and expand ALL your skills and make huge strides in your professional development.
- You'll be joining a strong culture, and a tight-knit team of colleagues.
- You'll have good opportunities to earn well.

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Timings/Renumeration:

- Full time
- Available to work rotating shifts, weekends and holidays
- Remuneration TBC

We are committed to creating a diverse and inclusive company that better reflects the community we live in. We therefore welcome applications from candidates of all backgrounds.

For more information about ContactEngine, please visit www.contactengine.com

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ContactEngine is a Conversational AI technology that enables brands to proactively engage customers in conversations that fulfil business objectives. ContactEngine automates outbound customer engagement across all channels and generates unique insights into the changing patterns of communication by applying demographic and intent analysis, linguistics and ground-breaking artificial intelligence principles to mass volumes of raw data. ContactEngine transforms the way global brands engage with their customers – saving brands millions and making their customers happier.

For more information, visit www.contactengine.com