Customer Support Specialist – English speaking

We are looking for a **Customer Support Specialist** to further strengthen our **Support team** and contribute to the success of our company.

The **Customer Support department** *handles on a daily basis a variety of technical requests from both clients as well as other internal Talkwalker teams. The Support team are the product knowledge experts on the Talkwalker platform and ensure that all users have full confidence in how to get the maximum potential out of the product as well as supplying them with all the technical know-how that they need to do this.*

As a key member of our Support team, you will:

- Prioritise, troubleshoot and resolve technical issues
- Provide support to all users of the platform
- Investigate any occurring customer problems
- Report issues and requests using ticketing systems
- Respond in professional and timely manner to clients
- Import, assess and assign leads and data into CRM systems
- Optimise client projects and provide solutions for platform issues
- Assist with the progression of in house developments for the tool

We are looking for you:

- You are fluent in English and any other language is considered an advantage
- You have gained 2-3 years of experience in customer support-related role ideally in the technology sector
- You have great communications skills (written, spoken)
- You are not afraid of tackling a variety issues with clients and enjoy getting these problems resolved
- You have the drive and discipline to autonomously handle customer requests
- You enjoy working in a dynamic and open communication culture
- You show initiative in improving the products and customer service
- You are self-motivated, focused, well-organised and simply get things done

About us:

Talkwalker is a listening and analytics company that empowers over 1,000 brands and agencies to optimize the impact of their communication efforts. The company provides businesses with an easy-to- use platform to protect, measure and promote their brands worldwide, across all communication channels. Talkwalker's state-of- the-art social media analytics platform monitors and analyzes online conversations on social networks, news websites, blogs and forums in 187 languages. The company is headquartered in Luxembourg and has offices in New York City, San Francisco, and Frankfurt, with a total headcount of over 200 employees. For more information, please visit www.talkwalker.com.

Job link: https://www.talkwalker.com/careers/00ee7f16-fd96-4501-8b8d-3b99fa5fe7d3