



Convenience under the eBag brand is a fast-developing company for online grocery shopping.

Our mission is to create the best experience for our customers, so they can focus on the important things in their lives. By bringing high quality and fresh products we inspire more people to live a happier and healthier life.

Our vision is to be one of the most people-oriented companies that provides a fast, convenient, and modern solution. We are bold and ambitious and believe that success depends on us.

Customer is in the center of our universe. Everything we do, we do for them.

Our team is expanding. We are currently looking for a colleague to join the team of the **Customer Service department** at the position of **Customer Support Specialist**.

In this role you will be responsible for:

- Respond to customer queries in a timely and accurate way, via phone, email and chat;
- Identify customer needs and help customers use the website;
- Monitor customer complaints on social media and reach out to provide assistance;
- Share feature requests and effective workarounds with team members;
- Follow up with customers to ensure their issues are resolved;
- Gather customer feedback and share with other departments;
- Assist in training junior Customer Support Representatives

The ideal candidates will meet the following job requirements::

- Excellent communication and problem-solving skills;
- Multi-tasking abilities;
- Patience when handling tough cases;
- Minimum English language requirement B1-B2;
- Experience as a Customer Support Specialist or similar CS role is a plus;
- Familiarity with our industry is a plus;
- Experience using help desk software/ CRM and remote support tools is a plus.

What we offer:

- Competitive remuneration package and performance-related bonus.
- Work on shifts from 8 am to 22 pm.
- Opportunity for home office and flexible working time.

- Your work will have a direct impact on the company's results.
- Possibility of professional growth, a great bunch of people around and engaging company events.

The short-listed candidates will be invited to an interview.