



# sellercloud

## Software Support Specialist

Sellercloud is a USA-based software company dedicated to helping online retailers meet the challenges of multichannel selling through synchronization, simplification, and automation. We are a Software-as-a-Service (SaaS) company and a leading eCommerce management system.

Are you ready for a fun and rewarding job that utilizes your problem-solving skills?

If so, then you may be the new team member we're looking for. As a **Software Support Specialist**, you'll work with our clients that need assistance with technical problems and support them in successfully using our solutions.

### What our role looks like:

- Provide timely support to clients regarding technical issues through phone or written communication
- Research and troubleshoot technical support issues for clients, and open tickets for developers when necessary
- Provide updates to clients regarding progress and completion of issues
- Act as a liaison between clients and developers to resolve issues
- Work with colleagues to troubleshoot when necessary and proactively share relevant information that may impact Sellercloud clients

### Ideally, you will have:

- Strong professional communication skills with fluency in written and spoken English
- Enthusiasm, motivation, and desire to quickly learn our products
- Willingness to take responsibility and accountability for issues
- Commitment to ensuring customer success
- Analytical and problem-solving skills
- Strong organizational and time management skills
- Availability to work 4 p.m. - 12 a.m. shift only during weekdays
- Previous experience in customer service and/or technical support or e-commerce

**We got you covered with:**

- 25 days of paid leave
- Mentoring, training, and career development opportunities
- Be part of a close-knit, friendly, and supportive team
- Hybrid model of work
- Parental bonus
- Referral bonus
- Participation in training sessions (internal & external)
- Annual medical checks
- Gift cards
- Additional health care lux package
- Transportation benefit
- Gym Membership or Multisport card
- Food vouchers
- Prime office location
- Refreshing drinks and snacks at the office

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