

Associate Customer Service Manager**The opportunity:**

We are looking for an Associate Customer Service Manager, who will be responsible to achieve high levels of customer satisfaction when responding to customer requests via calls and emails and take ownership for the customer experience to help influence their decision to renew or expand upon services they have with us.

Responsibilities:

- Respond to inbound support tickets, ensuring they receive timely, useful information to reduce friction while using the service
- Make outbound customer calls to address their queries and convert the leads to successful business
- Maximize customer satisfaction through accurate and timely resolution, meeting or exceeding stated SLAs
- Anticipate customer needs and problems before they surface; develop deep customer intuition to empower our customers to achieve their goals
- Troubleshoot and resolve client complaints and other general account inquiries in a single customer interaction to create promoters and enhance the customer experience
- Handle all of our tickets with the ability to answer any and all questions in regards to the Editage website and EOS platform and escalate complex issues when appropriate.

Please note this role involves working in rotational shifts, including night shifts. Only candidates who are comfortable working in these shifts are requested to apply.

Requirements (Desired skills & experience):

- Minimum 1 year of previous experience in a customer support role
- Have a service oriented and customer first mind set. You should enjoy helping and using your communication, persuasion, and people skills to achieve operational & team results
- Have excellent written and spoken communication skills. English mandatory, other languages are welcome!
- Have a collaborative working spirit and can work seamlessly across teams and functions to resolve sticky situations
- Have excellent interpersonal and intercultural skills and can work with global teams
- Comfortable working under pressure, flexible and can maintain a positive attitude even when the going gets tough



Job Location:

Remote, anywhere in India

Remuneration:

400,000 – 600,000 per annum

About us:

Cactus Communications is a technology company accelerating scientific advancement. We collaborate with researchers, universities, publishers, academic societies, and life science organizations. We offer AI-powered scholarly publishing solutions for journals and researchers; editorial, translation, education, and training solutions for researchers; strategic and tactical scientific content solutions to global life science organizations; and solutions for science dissemination and engagement with peers, public, and policymakers for wider research outreach. We also incubate seed-stage and early-stage startups that share our mission to solve global problems with science and technology solutions. We have offices in London, Princeton, Singapore, Beijing, Shanghai, Tokyo, Seoul, Aarhus, and Mumbai; a global workforce of over 3,000 experts; and customers from over 190 countries.

Know about our Culture:

The CACTUS culture is the glue that binds us together as we work towards the same shared goal.

*We are “One CACTUS”. You are a Cactizen regardless of where you work.
We take pride in our diversity, respect each other, and call out bias whenever we see it.
We focus on outcomes rather than formalities. Everyone is on first-name basis.
We are selective and hire only those who share our vision and values*

CACTUS has always been driven by its culture. It sets us apart and attracts people who want to maximize their potential at work and in life. It describes our unique work practices in three aspects: People & Life, Performance & Career, and Business & Leadership.

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