



Job description - Customer Support Specialist

About Rippling

Rippling gives businesses one place to run HR, IT, and Finance. It brings together all of the workforce systems that are normally scattered across a company, like payroll, expenses, benefits, and computers. For the first time ever, you can manage and automate every part of the employee lifecycle in a single system.

Take onboarding, for example. With Rippling, you can hire a new employee anywhere in the world and set up their payroll, corporate card, computer, benefits, and even third-party apps like Slack and Microsoft 365—all within 90 seconds.

Based in San Francisco, CA, Rippling has raised \$1.2B from the world's top investors—including Kleiner Perkins, Founders Fund, Sequoia, Greenoaks, and Bedrock—and was named one of America's best startup employers by Forbes.

We prioritize candidate safety. Please be aware that all official communication will only be sent from @Rippling.com addresses.

About the role

We are building a world-class Support team - committed to helping customers realize the full potential of Rippling. Team members focus on getting our customers back on course when challenges arise and contribute to internal discussions around product enhancements. Our Support Organization is composed of product specific teams such as HR, IT and Finance.

If you are the type of person to look at a flight of 10,000 stairs, pause, get a bit excited, and then seize the moment - you have what it takes!

Location: Bangalore (hybrid, 3 days WFO)

CTC: INR 15,00,000 per annum (inclusive of equity & benefits)

What you will do

- Take charge of customer issues from start to finish - while working in a dynamic and fast-paced environment.
- Leverage chat, email, and video conferencing functionality to help our customers optimize Rippling.

- Build mental muscle and become a product expert - you'll be a go to resource for both customers and coworkers.
- Interact directly with Product and Engineering teams to identify areas where we can better serve our customer base through automation or added features.

What you will need

- Bachelor's degree.
- Ability to work a 9-hour shift between 6:30 PM IST - 7:00 AM IST (there may be the opportunity to move to a day shift in the future based on performance and business requirements).
- Demonstrate problem-solving skills with attention to detail.
- Organizational skills and experience improving processes.
- Strong written and verbal communication skills in English.
- Flexibility with changing job duties and responsibilities.
- Time management skills and ability to prioritize.

Additional Information

Rippling is an equal opportunity employer. We are committed to building a diverse and inclusive workforce and do not discriminate based on race, religion, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, veteran or military status, or any other legally protected characteristics. Rippling is committed to providing reasonable accommodations for candidates with disabilities who need assistance during the hiring process. To request a reasonable accommodation, please email accomodations@rippling.com.

Rippling highly values having employees working in-office to foster a collaborative work environment and company culture. For office-based employees (employees who live within a defined radius of a Rippling office), Rippling considers working in the office, at least three days a week under current policy, to be an essential function of the employee's role.