JOB DESCRIPTION

Company: PayCare Ltd
Job Title: Customer Support Specialist
Job Level: Mid-Level
Department: Customer Service and Support
Position Type: Full-time
Job Location: Hybrid
Reports To: Customer Success and Relationship Manager
Supervisory Responsibilities: Customer Service Representatives

Job Summary:

As a **Customer Support Specialist** at PayCare Limited, you will be the front-line ambassador for our customers, helping them navigate and maximize the value of our fintech products and services. You will play a key role in ensuring customer satisfaction by addressing inquiries, resolving issues, and providing timely and accurate information. This role is integral to PayCare's mission of delivering exceptional customer experiences in the fast-growing fintech industry.

Job Focus:

The **Customer Support Specialist** will focus on providing prompt and effective support to PayCare's users, troubleshooting technical and financial issues, and ensuring a seamless customer journey. This role involves responding to customer inquiries through various channels, maintaining a high standard of service, and continuously identifying ways to improve customer support processes. The ideal candidate will be proactive in resolving problems and committed to enhancing customer satisfaction.

Job Duties and Responsibilities:

- **Customer Inquiries and Support**: Handle customer inquiries and complaints via phone, email, chat, and other communication platforms, ensuring fast, accurate, and friendly responses.
- **Issue Resolution**: Troubleshoot customer issues related to product use, payments, account management, and technical errors. Escalate complex cases to relevant departments when necessary.
- **Product Expertise**: Develop a thorough understanding of PayCare's fintech solutions and services to provide expert advice to customers. Stay updated on new features, services, and promotions.
- **Feedback Gathering**: Gather feedback from customers about their experience with PayCare's products and services. Communicate these insights to internal teams to drive product and service improvements.

- **Record Keeping**: Maintain detailed records of customer interactions, including inquiries, resolutions, and follow-ups, in the customer support database. Ensure accuracy and completeness in all documentation.
- **Support Process Improvement**: Continuously improve the customer support experience by identifying inefficiencies in the support process and suggesting new tools, methods, or procedures to enhance performance.
- **Cross-Functional Collaboration**: Work closely with cross-functional teams (product, engineering, marketing, and finance) to resolve issues, contribute to product development, and provide customers with clear and cohesive communication.
- **Training and Development**: Assist in training new team members and participate in regular product and service training to maintain up-to-date knowledge of PayCare's offerings.

Expected Outcomes:
- Resolve 90% of customer queries within 24 hours, contributing to high levels of customer satisfaction.
- Maintain a customer satisfaction score (CSAT) of 90% or higher by providing excellent support, clear communication, and prompt issue resolution.
- Achieve a first-contact resolution rate of 85%, ensuring that most customer issues are resolved without requiring follow-ups or escalations.
- Identify and implement improvements that reduce average response time by 10% over the next 6 months.
- Demonstrate expertise in PayCare's fintech products, becoming a go-to resource for customers and internal teams by the end of the first 90 days.

Required Knowledge:
- **Customer Support Principles**: Strong understanding of customer service best practices, including empathy, active listening, and problem-solving.
- **Fintech Industry**: Basic understanding of financial technology, digital payments, or financial services is preferred, with an eagerness to learn and adapt to the fintech landscape.
- **Product Knowledge**: Ability to quickly learn and understand new fintech products, including features, functionalities, and use cases to assist customers effectively.
- **Support Tools**: Familiarity with customer support systems such as ticketing platforms, CRM software, and live chat tools.

Education:
- Bachelor's degree in business administration, Communications, Information Technology, or a related field.
- A certification in customer service or technical support is an added advantage.

Required Competencies (Skills and Abilities):
Technical Skills:

- Experience using customer support and CRM platforms such as Zendesk, Freshdesk, or Salesforce.
- Familiarity with live chat and ticketing tools for efficient customer support.
- Proficiency in Microsoft Office (Word, Excel, Outlook) for reporting and documentation purposes.

Technologies/Software:
- Experience with Customer Relationship Management (CRM) platforms to track and resolve customer issues.
- Knowledge of using ticketing systems to manage customer interactions, prioritize tasks, and track resolutions.
- Familiarity with fintech tools and applications for digital payments and financial services is a plus.

Behavioral Competencies:
- Excellent verbal and written communication skills, with the ability to convey complex information clearly and concisely to customers of varying technical expertise.
- Strong analytical skills to diagnose issues and propose effective solutions. Ability to think critically and troubleshoot problems in real time.
- A strong customer-first mindset with the ability to handle customer queries patiently and professionally, even in high-pressure situations.
- Ability to work in a fast-paced startup environment, manage multiple customer inquiries, and adapt to changing processes and tools.
- Excellent time management skills to handle a high volume of customer requests while maintaining quality.
- Ability to work collaboratively with internal teams, contributing to shared goals and knowledge.

What is Your Salary Expectation?

Please state your salary expectations in figures:
1. _____ Per Annum
2. _____ Per Month

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Thank you for your interest in PayCare, and good luck!