



## **Customer Success Support Specialist**

**Pay is \$14-18 an hour, circa 20 hours a week** on invoice terms, direct, not through freelancer or fiverr.com, invoicing about the 25<sup>th</sup> each month on 40 day terms.

The Customer Success Support Specialist assists with the setup, execution, and coordination of webcasts and virtual events. This role requires a highly detail-oriented individual who is comfortable interfacing with clients under fast-paced, time-critical situations and has excellent troubleshooting abilities. Customer service skills and keen understanding of technology are critical components of this position.

We have been working with this client for 6 years now, and if you are successful to work for them you will be work with the most talented individuals in the industry and our customer base includes the world's largest and highest-profile companies.

The role is bilingual because clients may communicate in either English or their native language, as detailed below.

## **Responsibilities**

- Use our virtual product suite to set up webcasts, webinars and virtual event elements such as registration pages, emails, content, locations, surveys, archives and other event elements
- Coordinate with Event Managers to manage the delivery of key event related elements
- Perform event related tasks, such as conference bridge scheduling, work order processing, data input, answering event audience member inquiries, location design edits and custom reports generation
- Work in a client facing capacity to provide live webcast & virtual show monitoring and platform trainings
- Perform other webcast and virtual event related activities as necessary



## Requirements

- Availability for 20 hours a week, working from home.
- Ability to communicate effectively
- Bi lingual to work with clients in different languages. Language skills you will need include any 2 or more of the following combinations
  - A. English plus Portuguese
  - B. English plus Spanish
  - C. English plus French
- An interest in learning about virtual events technologies and services
- Strong technical skills and some knowledge of HTML and/or CSS
- Well organized and able to provide high quality work 100% of the time
- Sense of urgency to provide a rapid response to client requests
- Integrity, creativity, high standards, persistence, and achievement oriented
- Ability to thrive in a rapidly changing environment
- Experience with Adobe Photoshop and Microsoft Office suite

If you are interested, we can discuss further and I can be reached at the details below. This is a chance for a good-paying work from home position that adds great value to your CV, working with some of the biggest names in industry.

For more details or to apply email Scott Whitehead at [scott@zestcity.com](mailto:scott@zestcity.com)