

## Customer Support (Korean - English Speaking)

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Company: Strikingly

Location: Pakistan

Category: computer-and-mathematical

Strikingly is a modern, mobile-optimized website builder that's extremely easy to use. Our mission is to give everyone the power to unleash their individuality.

Our headquarters is currently based in Shanghai, China but we have deep Silicon Valley roots. We're backed by Y Combinator (W13), SV Angel, Funders Club, Innovation Works, Infinity Ventures, Index Ventures, Kevin Hale, and many others.

### The Role

#### Your responsibilities will include:

Provide professional and friendly service through our email and live-chat channels.

Help others and be able to stay calm under pressure.

Translate client's product into Chinese.

Be given the tools to do so easily, and you translate regularly, and moderate others' translations.

### Ideal Profile

#### This project requires:

Customer support experience in a fast-paced environment

Great Korean and English communication skills, both written and oral to be able to liaise effectively to different stakeholders across the region

Should love making customers happy

Should have the ability to assess each customer's issues

Knows how to deal with difficult customers/clients

Has good analytical and problem-solving skills

Has good accurate records keeping

Must be a good team player

Can work with minimal supervision

Ability to prioritize and multitask

Knowledge of Domains, SEO, and Analytics is a plus

Must be able to work remotely and full-time (at least 40 hours per week)

### **What's on Offer?**

Flexible working options

Opportunity to make a positive impact

Work alongside & learn from best in class talent

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