

## Customer Support Specialist

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Company: Burq, Inc

Location: , , Pakistan

Category: other-general

About BurqBurq started with an ambitious mission: how can we turn the complex process of offering delivery into a simple turnkey solution. We started with building the largest network of delivery networks, partnering with some of the biggest delivery companies. We then made it extremely easy for businesses to plug into our network and start offering delivery to their customers. Now, we're powering deliveries for some of the fastest-growing companies from retailers to startups. It's a big mission and now we want you to join us to make it even bigger! We're already backed by some of the Valley's leading venture capitalists, including Village Global, the fund whose investors include Bill Gates, Jeff Bezos, Mark Zuckerberg, Reid Hoffman, and Sara Blakely. We have assembled a world-class team all over the U.S. We operate at scale, but we're still a small team relative to the opportunity. We have a staggering amount of work ahead. That means you have an unprecedented opportunity to grow while doing the most important work of your career. We want people who are unafraid to be wrong and support decisions with numbers and narrative. Here's a quick overview of what you will be doing: Some of the responsibilities

- Respond to customer queries in a timely and accurate way, via phone, email or chat
- Identify customer needs and help customers use specific features
- Analyze and report product malfunctions (for example, by testing different scenarios or impersonating users)
- Update our internal databases with information about technical issues and useful discussions with customers
- Monitor customer complaints on social media and reach out to provide assistance
- Share feature requests and effective workarounds with team members
- Inform customers about new features and functionalities
- Follow up with customers to ensure their technical issues are resolved

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