



Job Title: Customer Support Representative

Location: FullContact, Carnival Infopark, Phase IV, 9th Floor, 9-A, Kochi, Kerala, India

Employment: Full-time

Experience: 1+ years

Shift: Rotational (24x5) on a work remote fashion during the night shifts

Job description

FullContact is seeking experienced Customer Support Representatives to be part of the customer-obsessed CS team of FullContact. The team will be working with international customers of FullContact. The employee will be a part of our Client Services function which supports a range of products and services FullContact provides to large organizations. The primary functions and industries of focus include Marketing and Customer Service applications in the Retail, Travel and Hospitality and Consumer Packaged Goods industries.

Mandatory Skills and Requirements

- Excellent English language skills (written and spoken) and command over business communication
- At least one year of previous experience in customer support (written)
- Experience working with international customers
- Good analytical skills
- Attention to detail
- Willingness to work in a shift model (24 x 5) [work remote model]
- Embodies our core values:
 - We Are Customer Obsessed
 - We Are Awesome with People
 - We Ship, Improve, Repeat
 - We Are Open, Honest and Constructive
 - We Win and Lose as a Team
 - We've Got Grit

Nice to Haves

- Understanding of support ticketing systems (preferably HelpScout, Zendesk)
- Previous experience with project management platforms (for example, Jira, Clubhouse, Trello)
- Previous experience in application testing and bug reporting
- Basic coding and programming knowledge considered a huge plus

Responsibilities

- Meet or exceed customer expectations on response quality, timeliness of responses and overall customer experience
- Serve as the voice of the customer to the rest of the company
- Assist in resolving customer questions, feedback and concerns via email
- Identify opportunities to upgrade customers
- Become a power user of FullContact apps and products
- Usability and beta testing
- Identify customer product concerns and communicate to Head of CS
- Collect information and report bugs and product issues to developers and product managers and resolve issues in a timely manner

Compensation & Benefits

- Competitive salary based on experience, contribution and skillset
- Complete one year, work from anywhere for a month
- Health Insurance for you and your family
- 3 Week Minimum leave Policy
- Opportunity to attend events of national and international repute
- 13 Paid holidays
- Paid Maternity and Paternity Leaves
- Dedicated pantry with hot/cold beverages and snacks
- A chance to help solve the world's contact information problem

Do you think you can contribute to the company beyond the traditional expectations of your role and become key to the business? If yes, we have the following add-on exclusive for you. Prove your mettle at the job and grab it:

- Rs. 1.5 Lakhs per year for Paid, Paid Vacation. Enjoy two weeks extra off from work, roam around anywhere in the world (go completely off-grid during this period – no work at all!)

About FullContact

FullContact is the most powerful fully-connected contact management platform for professionals and enterprises who need to master their contacts and be awesome with people. FullContact's cross-platform suite of Apps and APIs enhance contacts with 360° insights, while keeping them organized, in-sync, up-to-date, and safe.

FullContact is ranked #29 on OUTSIDE's Best Places to Work 2017 [list](#). Read more: www.fullcontact.com

About FullContact Culture and Values

We at FullContact believe in being awesome with people. FullContact is built on the strong fundamentals of our core values. We look forward to welcoming the candidates who can match our values and the competencies.

Read about our values at fullcontact.com/about

FullContact is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, gender expression, national origin, age, protected veteran or disabled status, or genetic information.