

Customer support team member Dach

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Company: TaxDome

Location: Kenya

Category: computer-and-mathematical

TaxDome is the #1 practice management platform for accounting firms in the US - we have grown over 100X in the last 5 years and serve tens of thousands of businesses globally with millions of end-clients. We're looking for an outgoing sales representative to communicate with new customers to generate new revenue and retain existing customers.

About the team:

We are a US-based SAAS firm targeting the accounting industry. In other words, we use technology to solve business problems for accounting firms - we are not accountants. For you, this means you will be communicating with accountants about their business processes and helping them see the value in our software which can help them grow their business and revenue. You are not expected to be an accountant, know how to do accounting or even be good at math. But we expect you to be prepared to understand our users' needs in order to offer more effective assistance

Our team is 300+ people (in over 40 countries!) - we are a distributed team built on the principle of self-management

Access to management - you will collaborate closely with the Head of Customer Support (along with the sales team) in a supportive environment

Customers love us:

We have over 5,000 positive reviews online. When we go to trade shows, customers often say, "Where have you been, I've been looking for this for years!" In many ways, our product sells itself. Your job is to convey that benefit and expand our market share.

Customers will love you:

Are you someone naturally inclined towards finding solutions and driven by the desire to connect with customers? If you possess the ability to convincingly present ideas, while also valuing the importance of truly understanding customer needs, we have an exciting proposition for you. Join our dynamic team in the role of Customer support, where your adeptness at attentive listening and your strong sense of personal responsibility will be highly valued.

Your interaction with customers will be a pivotal aspect of your responsibilities, encompassing tasks such as engaging through emails, calls, and web conferences.

If you are motivated by the prospect of genuinely contributing to our customer's satisfaction, we encourage you to explore this enticing opportunity further. Join us, and together, let's forge meaningful connections and drive successful outcomes.

The Role

Responsibilities:

Email/Tickets processing, testing, and troubleshooting according to provided documentation and training;

Dispatching tickets to various functional customers teams;

Ongoing learning and staying up-to-date on all relevant products and technologies;

Providing phone support, Zoom 1:1 meetings for end customers;

Proactively identify issues that may affect customers and escalate them for resolution

Ideal Profile

Our expectations:

Fluent in English and German; other languages is a plus

Experience in a Customer Service environment or an international business setting

Experience in the SaaS industry is a plus!

SaaS sales experience is a plus!

Basic tech knowledge

Onboarding of new/retaining old customers is a huge plus!

Knowledge of CRM, Chat, and Email communication tools used to provide support for customers

customer-centric approach in work and communication

Willing to accept new challenges

This position requires your own equipment (PC or laptop, web camera, etc.)

Excellent internet connection

Commitment to goals and objectives

Work format independent contractor, CET

What's on Offer?

Opportunity within a company with a solid track record of performance

Fantastic work culture

A role that offers a breadth of learning opportunities

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