



Customer support specialist

We are currently looking for a technical support specialist for an international fintech project. The Project was founded 5 years ago and now has more than 300 employees, who work to provide service for millions of customers all over the world. Our Support department now has more than 60 specialists, it's a friendly multicultural team. The service is provided in 12 languages.

You will have to:

- consult Clients about products of the Platform mainly via chats and emails;
- promptly respond to requests of our Clients and help them solve their queries and issues;
- follow internal rules and standards of Customer service.

Requirements:

- Upper-Intermediate or higher level of English plus fluent level one of the additional languages: Turkish, Hindi, Spanish, Indonesian, Portuguese, Thai, Vietnamese;
- personal qualities: responsibility, stress tolerance, discipline, desire to work and gain new knowledge, politeness, ability to work with large volumes of information and multitasking;
- ability to work around 40 hours per week in the office (located in St. Petersburg) or remotely (discussed personally);
- experience as a support specialist and an understanding of financial markets will be an advantage.

Conditions:

- 5/2 flexible working shifts paid hourly;
- 28 days of vacation + additional "days off";
- unlimited paid sick leave (any number of days);
- free yoga, crossfit training and partial compensation of sports activities;
- comfortable modern office and equipment;
- casual dress-code;
- corporate breakfasts, tea/coffee/sweets, pizza on Fridays.

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