Customer Support Manager

Who is Plytix?

Plytix is a Product Information Management platform designed by content people, for content people. Ideal for small and medium sized businesses.
We work with brands and retailers all around the world, with presence ranging from the U.S all the way to Hong Kong. We specialize in a multitude of industries including, action sports, home & design, health & beauty and more.

Working for Plytix means being motivated beyond a competitive salary. Plytix is first and foremost a team of entrepreneurs, all devoted to a common mission. We aspire to excellence, and operate with extreme ownership in every aspect of our operations. Therefore, our corporate culture has more resemblance with a professional sports team or special force unit, than a software company.
Simply put, we are looking for people with more than just a great CV and good grades. We are looking for ambitious people with insatiable drive, and a "whatever it takes" attitude.

Your Role

As a Customer Success Manager, you'll be joining the most saluted team in Plytix. The Customer Success team in Plytix is known to have the best ratings in the industry worldwide. Your job is to provide world class support for Plytix' clients, both reactively and proactively. You will be responsible for supporting clients directly, or indirectly, through your colleagues in the sales teams. You will also be responsible for planning, producing and maintaining all content on our help center and academy portal. Two extremely important platforms for us, as we are establishing ourselves as thought leaders in the PIM industry.

Location and Working hours

The position is remote and US based.

Responsibilities

· Deliver an amazing support experience by coupling insight, empathy, and well-formulated sentences on the phone, chat, email and ticketing systems.
· Investigate, troubleshoot and escalate issues to the product team.
· Produce help content in the form of written articles and screen recording videos.

What are we looking for

Someone fun with an entrepreneurial spirit who can work independently and who is comfortable with having video calls with clients. The candidate must be able to simplify technical concepts and use language that is easy to understand for laymen audiences. A genuine love for writing, learning and also teaching are essential traits for the candidate to succeed in the position.

Must have:
- Solid writing and conversation skills in native English
- Strong analytical and problem solving skills
- Great people skills and patience

Nice to have:
- Experience with supporting IT
- Experience with e-commerce
- Working with spreadsheet formulas

What can Plytix offer?

We're interested in both hiring employees or contracting freelancers for this position, and will be compensating competitively. This position will be breaking ground for Plytix in the US, therefore it comes with considerable responsibility and ample opportunity to grow your career as we scale operations.

What do we need from you?

- Short video (<2min), selfie-style, where you explain who you are, why you are a great fit and how you can contribute to the success Plytix and our Sales Team
- LinkedIn profile
- CV

Once you've got all of these together, please send them to kresten@plytix.com

Plytix