

Plytix is hiring

Customer Support Maestro

Who is Plytix?

Plytix is a real tech startup just like you see in the movies. Our office in Málaga is a big residential house with bean bags, hammocks and computer screens everywhere. The atmosphere is pretty sick and we all work significantly more hours than stated in our contract and for way less money than most of our former classmates from college.

We do this because we are all fucking romantic lunatics who are driven by a higher purpose. We are naive enough to believe that our little team of nerds can transform the entire ecommerce industry as we know it and even challenge some of the largest players in tech. And of course, we do this because when we succeed, we'll all be swimming in dollars like Scrooge McDuck.

What we are looking for...

Someone who genuinely finds satisfaction in helping people and is able to produce both written and video guides (screen recording + speak). The candidate must also be able to handle reactive support in terms of answering tickets, our live chat and the phone, but support content production will be the main focus.

The person has to be able to write and speak flawless English, plus solve issues independently on the fly. The technical depth of the person is not all that important, but of course the person must be able to learn in order to teach, so having a bit technical flair is definitely a plus.

Apart from that, it is important that the person will fit into our culture, and here are some additional things that are important to us.

- We believe in attitude over experience. So don't worry if you don't know it all from day one - we didn't either, but we expect that you'll have the willingness to learn and find answers on your own.
- We want happy people who can handle a high paced, dynamic environment without freaking out.
- Our culture is important for us and we prefer to work with people who we can also hang out with outside of work.

What's in it for you?

- Flexible working hours
- 20-40 hours per week, depending on personal preferences
- Stock options (if full time)
- Catered, free lunch (if working from Malaga)
- Ice cream, Coffee, beer and all that shit for free (If working from Malaga)
- To be a part of a employee-first culture
- The chance to be a part of an exciting start-up business, ambitious to be the next billion dollar company and work with a multicultural team of awesome individuals
- And of course, super nice and smart colleagues

It is also worth mentioning that our average service satisfaction score is at 4.8 of 5, so you'll be joining a dedicated service team where 99.9% of all interactions are happy ones.

Now go on and send an email to kresten@plytix.com that includes:

- Your LinkedIn Profile
- An exciting motivation Letter
- Your availability to start