

CUSTOMER CARE SPECIALIST

Elite Skills Arena is a global provider of sports technology products. As we continue to expand, we are seeking a Customer Care Specialist to join our team and play a crucial role in ensuring our customers receive professional after-sales support.

OVERVIEW

As a Customer Care Specialist at ESA, you will be responsible for managing after-sales customer care for ESA customers around the world. This role requires an interest and understanding of hardware, software, and electrical maintenance. You will work closely with our software, hardware, and manufacturing teams to efficiently solve customer problems and provide excellent service.

RESPONSIBILITIES INCLUDE

- Serve as the first point of contact for inbound service inquiries from customers.
- Interact with customers individually and/or collaborate with the relevant department to resolve issues promptly.
- Develop a comprehensive understanding of ESA technology and recommend protocol and design changes to prevent recurring issues.
- Manage customer service requests and inquiries through the CRM system.
- Collaborate with cross-functional teams to ensure effective problem-solving and customer satisfaction.
- Maintain a flexible work schedule, including occasional evening shifts to accommodate global customers (e.g., Monday, Wednesday, Friday 10-6; Tuesday, Thursday 8-4). Adhere to a standard full-time workweek of 35-40 hours per week.

QUALIFICATIONS

- Strong interest and understanding of hardware, software, and electrical maintenance
- Excellent communication and interpersonal skills
- Ability to work independently and as part of a team
- Prior customer service experience is a plus
- Proficiency in CRM systems and Microsoft Office Suite
- Willingness to learn and adapt to new technologies and processes
- Ability to effectively manage time and prioritise tasks

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BENEFITS

- Competitive salary
- Hybrid work environment (office-based and remote)
- Career growth opportunities
- Dynamic and collaborative work culture

If you are passionate about technology, customer service, and problem-solving, and you are ready to make a meaningful impact in a global organisation, we encourage you to apply for the Customer Care Specialist position at Elite Skills Arena. Join us in shaping the future of ESA technology and delivering exceptional customer experiences.

To apply, please submit your CV and a cover letter outlining your relevant qualifications and experiences.

Elite Skills Arena is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.