

Customer Support Manager

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Company: Exely

Location: Yogyakarta

Category: other-general

Exely is a global IT company specialising in online solutions and websites for hotel industry. We help hoteliers increase their direct sales and automate operations. With a client base of over 3500 properties from 56 countries, ranging from small hotels to large resorts, we are committed to delivering exceptional customer service and support. Our distributed team works from 20 countries in APAC and EMEA regions and speaks 35+ languages providing an exceptional possibility to share global exchange experience.

Our team is growing rapidly in the APAC region and are looking for a Customer Support Manager to support our hotels.

Are you passionate about learning technical skills, training others and building strong relationships with clients? Apply for Customer Support Manager position at Exely, where you will have the opportunity to onboard, train and help hoteliers using different products.

As a Customer Support Manager, you will:

Teach clients how to work with the Exely platform;

Provide strong support by processing clients' requests via calls, emails (ex. the bring meaning of the reports, how to settle product) proficiently in Indonesian and English;

Handle the feedback from clients and transfer technical requests to the 2nd support line;

Check that our products are working correctly on the client-side. In case of finding mistakes, create and send to a client a list of recommendations for a proper work.

Working hours:

Monday-Friday, 9AM-6PM with 01 hour break for lunch

Requirements

Though this is 100% remote, you must be based in Yogyakarta;

At least 1-year experience within the customer service of IT-company or call-center;

Experience within the hospitality or technology industry for hoteliers would be your advantage;

Strong communication skills, both written and verbal **Indonesian and English;**

Customer-centric approach, developed EQ, high level of stress resistance;

Comfortable with CRM and computer software;

Comfortable with ticket and helpdesk systems (Zendesk, Omnidesk, or Jira);

Benefits

Competitive salary based on your experience.

Commissions based on KPI.

Laptop and headset for work.

Health insurance after probation period (3 months).

You will have a dedicated training manager, with onboarding and constant support from an experienced manager. Initially, you will be accompanied by members of our international team to meetings.

The start-up environment is fast-paced and constantly growing, with full support from our established international team.

English Speaking Club with colleagues from around the world.

Online & Offline camps, workshops and gatherings;

Network with colleagues from all over the world (Random Coffee Program).

Please send your CV in English We only accept English CVs.

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