



<https://heenok.com/careers/open-roles/customer-support-specialist-creator-support/>

Customer Support Specialist (Creator Support)

Description

The Customer Support Specialist (Creator Support) plays a pivotal role in Heenok's operations by ensuring creators are onboarded smoothly and in compliance with platform policies and legal requirements. This position involves verifying documents, evaluating the accuracy of provided details, and assisting creators with their accounts. You will ensure creators feel supported and valued while maintaining the integrity of the platform.

Responsibilities

- Guide creators through the onboarding process and ensure all steps are completed successfully.
- Verify the accuracy of documents and details provided by creators, ensuring compliance with platform policies and applicable laws.
- Assess submissions for authenticity, flagging inconsistencies or suspicious activities.
- Respond promptly to creator inquiries via email, chat, or other communication channels.
- Collaborate with the compliance or legal team to address regulatory requirements.
- Maintain detailed records of onboarding and verification processes for auditing purposes.
- Assist creators with account-related issues, troubleshooting, and providing relevant guidance.
- Gather and analyze feedback from creators to improve their experience on the platform.
- Maintain a professional and empathetic tone in all interactions, ensuring creators feel respected and supported.

Qualifications

- Proven experience in customer support, compliance, or a related role (experience with creator platforms is a plus).
- Strong understanding of document verification processes and compliance standards.
- Exceptional attention to detail and the ability to identify inconsistencies.
- Strong communication and interpersonal skills.
- Ability to multitask, prioritize, and manage time effectively in a remote environment.
- Familiarity with online platforms and content creation trends is an advantage.

Job Benefits

- Work in a collaborative and innovative environment.
- Be part of a team building a platform that empowers creators worldwide.
- Opportunity to grow with the company as Heenok expands.

Hiring organization

Heenok Technology Limited

Employment Type

Full-time

Industry

Technology

Job Location

Remote work from: Nigeria

Working Hours

The role offers flexibility, emphasizing deliverables over rigid working hours, making it ideal for self-motivated individuals.

Date posted

December 1, 2024

Contacts

If you believe you have what it takes to excel in this role, we'd love to hear from you! Click the **Apply Now** button on our website to get started. Here's what we'll need from you:

1. **Your Personal Information**
2. **Your CV/Resume** – Showcase your skills and experiences.
3. **Your Growth Document** – Share your unique plan (not more than 2 pages) on how you can help Heenok achieve its vision with this role you are applying for.

We're excited to learn about you and your ideas. If you have any questions about the application process, do not hesitate to reach out to us.