



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

## Customer Support Specialist (User Support)

### Description

The User Support Specialist ensures a seamless experience for Heenok's users by providing timely assistance and troubleshooting. You will be responsible for addressing user inquiries, resolving issues, and ensuring user satisfaction. As the voice of the platform, your role is to maintain a positive relationship with users while helping them navigate Heenok effectively.

### Responsibilities

- Respond promptly to user inquiries through email, chat, or other communication channels.
- Troubleshoot user-reported issues, providing clear resolutions and guidance.
- Document and escalate unresolved issues to the appropriate team members when necessary.
- Assist users in navigating the platform and understanding its features.
- Proactively gather user feedback to improve the platform's usability and experience.
- Collaborate with other departments to resolve complex user issues.
- Maintain detailed records of user interactions for tracking and reporting purposes.
- Represent Heenok's brand by maintaining a friendly, professional, and empathetic tone in all communications.

### Qualifications

- Proven experience in customer support or a related role.
- Excellent communication and problem-solving skills.
- Ability to manage multiple inquiries and prioritize effectively in a remote work environment.
- Tech-savvy with the ability to troubleshoot basic technical issues.
- Familiarity with online platforms and content creation trends is an advantage.
- A proactive approach to resolving user concerns and improving user satisfaction.

### Job Benefits

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

### 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:

### 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

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.