

Romania Jobs Expertini®

Customer Service Operations Specialist

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Company: Remotivate LLC

Location: Romania

Category: office-and-administrative-support

Hello, **Operations and Client Success Assistant**s

My name is Noor and I am the COO at Impact School – we work with entrepreneurs to scale their businesses and make a positive impact on the clients they serve. Our goal when we work with any of our clients is to help them build the biggest, most profitable business that they possibly can – and by extension help them have a larger impact on their clients and the world around them.

We are looking to hire a motivated Customer Support And Operations Assistant who has the confidence to work in a fast-paced environment. We need someone who can focus on working to support the operations within the company and, at the same time, be versatile and able to assist our client's questions and concerns on a regular basis. If you are confident, dependable, consistent and team-motivated, then this might be the role for you!

This is a full-time remote position.

Salary: \$1500-\$1800.

Location: Europe.

Requirements

Has excellent English communication skills

Has at least 2+ years of customer support experience

Has at least 2+ years of experience as an Operations or Admin Assistant or similar role

Has at least 1+ years experience in the consulting industry (preferred)

Has experience using GHL (Go High Level) software or similar software

Has experience with calendar and email management

Has experience with budget and event management

Has experience managing customer payments and solutions

Excellent project management skills and the ability to multitask

Has experience using task management and project management tools (ClickUp, Zapier, Google Apps)

Your responsibilities will include (but are not limited to):

Support the COO with all operational activities/tasks/projects

Supporting all departments (and the COO) with operations, specifically execution-wise

Managing overall customer payments and chasing any late/overdue payments, including emails

Create and document new processes when given clear instructions

Taking notes of action items and translating them to ClickUp during targeted interactions

Supporting the management and upkeep of ClickUp (daily, weekly, and monthly)

Making sure that all team members are using and updating ClickUp properly

Admin duties : setup of Google Sheet data entry, duplicating automation, managing team calendar, and sending out invites

Sending follow-up notes/recap to team members after certain targeted interactions (as directed by the COO)

Sending template email reminders 24 hours before monthly all hands, monthly TIs, quarterly TIs, and waterfall distribution TIs (note – TI is short for targeted interaction)

Submitting Tech support tickets if any tech issues are discovered

Daily sweep of MyScaleSystems to see if anything is out of the ordinary

Organizing events based on the budget given by CEO and/or COO

Proactively reaching out to members that are not engaging in community

Benefits

Completely remote

Flexible work schedule

Training and growth opportunities

Potential to consistently take on more responsibilities

Consistent support from team members. We pride ourselves on working WITH each other and giving as much support as is asked.

This Position Is Perfect For You If...

You are Detail-Oriented.

You have sharp attention to detail and can spot inefficiencies in your data and strategies and find creative solutions based on your analysis.

You're Motivated and Adaptable.

We're looking for someone who gets the job done and delivers on time. You are self-directed, and self-motivated, and don't need someone to look over your shoulder or hold your hand. You are also able to work under pressure with decisiveness and limited oversight.

You're Highly Organized. You are organized enough to make sure that you're on top of your own goals and responsibilities. You bring your whole personality to work and are willing to engage on a personal level. You put your whole heart into your work and uplift those around you.

What we do:

Please check us out to get an understanding of a few of the exciting brands you'll be involved with:

Our hiring process is made up of five parts, so please be aware that you will need to dedicate time for a questionnaire, a video, two 1-on-1 interviews, and a small test project. Thank you for taking the time to consider this position. I look forward to hearing from you soon!

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