



Be advised, by friends.

Customer Support Team

The TWISPER team is looking for someone who loves innovation and technology to work on our Support Team.

We are looking for someone with excellent communication and problem-solving skills. Start a promising career, finding the solution for issues of business customers, maintaining a positive relationship between them and the company. You will use your communication skills to address several questions through multiple communication channels, guaranteeing a great customer experience.

Be part of our success and make the world's information more accessible and useful!

ABOUT TWISPER

Discover the world with the people you trust

Available for Android and iOS as of last December, the new Swiss start-up TWISPER INTERNATIONAL SA has launched a new app that will have a positive impact on the market of digital recommendations for both users and businesses in the field of gastronomy and hospitality. TWISPER is a social network that is all about positivity and transparency. The app deliberately has no algorithms or rating systems. Users get suggestions exclusively from their own circle of friends for great places to eat, drink and sleep. Consequently, on TWISPER there is no paid advertising for recommended places or fake profiles. Users data belongs to them and is exclusively used on the app. In this way, TWISPER ensures that the character of the app remains distinctive: easy, unique and positive.

Responsibilities

- Answers customer requests or inquiries concerning services and products and reports problem areas.
- Utilizes various systems and tools to initiate and service customers.
- Continually maintain working knowledge of all company products, services and promotions.
- Make recommendations according to customer's needs.
- May perform other related duties and responsibilities as assigned and/or required.

- Solid problem-solving skills for the purpose of determining and solving customer billing issues
- Strong verbal and phone skills for the purpose of gathering data for problem-solving and for communicating results to customers.

Requirements

- Previous experience in customer care
- Sales experience
- Fluent in English (mandatory)
- Nice to know: French and German
- Dynamic
- Problem-solving attitude
- Team spirit

Benefits

- Flexible hours
- Chance to work international team with knowledge to share
- Workspace: Lisbon Marvila
- We offer: health insurance; personal training 2 a week; fruits, coffee and snacks
- Full time job
- Multiple team Events and team building
- Additional education
- Possibility to travel to different conferences

To apply for this job, please send applications to [Customer Support Team Job](#)