



Members Support Specialist

We are looking for a Member Support Specialist to assist our Members with technical problems when using our products and services. Member Success Specialist responsibilities include resolving member queries, onboarding and guiding product users through features and functionalities.

To be successful in this role, you should be an excellent communicator who's able to earn our clients' trust. You should also be familiar with Intercom, Zoho and monday.com softwares. Ultimately, you will help establish our reputation as a company that offers excellent Member support.

Type

Part Time leading to Full Time

Location

Birmingham / Remote (for COVID period)

Compensation

£18,500 - £21,500 (pro-rata)

Reporting to

Waqf Membership Manager

Responsibilities

- Respond to Member queries in a timely and accurate way, via phone, email or chat
- Identify Member needs and help Members use specific features
- Analyze and report product bugs (for example, by testing different scenarios or impersonating users)
- Update our internal databases with information about technical issues and useful discussions with Members
- Monitor Member complaints on social media and reach out to provide assistance
- Share feature requests and effective workarounds with team members
- Inform Members about new features and functionalities
- Follow up with Members to ensure their technical issues are resolved
- Gather Member feedback and share with our Product, Sales and Marketing teams

Requirements

- Experience as a Customer Support Specialist or similar CS role
- Familiarity with fintech is a bonus
- Experience using chat softwares and remote support tools
- Understanding of how CRM systems work
- Excellent communication and problem-solving skills
- Multi-tasking abilities
- Patience when handling tough cases