



qmetric | HR & Career Solutions is currently recruiting, on behalf of [codebender](#), the position of

Customer Support Specialist (Patras – Athens) **(Job opening ID: CSS1)**

The company

[Codebender](#) is a rapidly growing and well-funded Greek startup. Its [creative team](#) aims to change the way software and hardware is developed, advance the maker movement and bring more hackers/inventors/artists/crazy scientists to the world!

The position

The successful candidate will provide technical support to the users of codebender.cc in an efficient and accurate manner. He or she will be considered as codebender's front liner and will solve basic technical problems and provide support for all assigned areas. The goal is to make sure that customer value is maintained to the standards set forth by codebender. In particular, his or her main duties will include:

- Provide first level contact and convey resolutions to user issues
- Properly escalate unresolved queries to the next level of support
- Update user data and produce activity reports
- Follow up with users, provide feedback and see problems through to resolution
- Utilize excellent customer service skills and exceed users' expectations
- Recommend procedure modifications or improvements

Your profile

In order for you to be able to successfully carry out the duties of the job, you should possess the following:

- 2+ years customer support experience
- Proficiency in English (both verbal and written)
- Excellent organizational skills and a strong ability to prioritize and manage time effectively
- Strong communication skills
- Advanced troubleshooting and multi-tasking skills
- Customer service orientation
- BS degree in Information Technology, Computer Science or equivalent will be considered a plus
- Extra Mega Bonus: be a Maker (know about Arduino, build things like quadcopters, 3d printers, or potato launchers in your spare time).

Our Client offers

In case you are selected for the position of Customer Support Specialist, you will have access to the following:

- Competitive remuneration package
- Stock option plan
- Social security (your social security contributions are covered by the company)
- Lunch and caffeine is on the house (for the employees based in Patras HQ)
- Training and continuous development opportunities (attendance expenses paid for training events & workshops by the company)
- Participation in monthly team building activities & events (wine tasting and winery visits, paintball etc.)
- Excellent opportunities for advancement & career development
- A dynamic work environment.

Are you interested?

Are you a service oriented professional who feels confident when handling enquiries, complaints and communications? Do you enjoy solving problems and providing accurate solutions to customers? Do you take pride on your organizational, multitasking and time management skills? Are you thrilled by the prospect of advancing your already successful career and developing professionally in an innovative, well-funded and fast-growing company?

If yes, please click [here](#) in order to submit your application.

The selection process

qmetric applies a demanding selection process, in order to ensure its fairness. Shortlisted candidates will be assessed with the use of Competency Based Interviews, personality and work sample tests.

Our company treats each application with strict confidence