

**Title:** Customer Support Specialist

**Reports to:** Commercial Operations Manager

**Company overview:**

SMS Highway group is growing international messaging service provider. SMS Highway is specialised in direct to operator A2P SMS connectivity offering its services to major international OTT, Enterprise and Telecom wholesale companies globally. SMS Highway has its offices in London, Bucharest, Munich, Cape Town, Dubai, Hong Kong and we are now expanding our operations in Belgrade, Serbia.

We are looking for entry position candidate in area of customer support – Customer Support Specialist.

The main role of Customer support specialist will be responding to customer requests and proactive communication with customers in order to assure their satisfaction and fast troubleshooting.

**Key Tasks include:**

- Responding to customer tickets
- Basic technical problem analysis
- Proposing solutions to Support and Routing team
- Traffic monitoring and proactive troubleshooting
- Suggesting operational improvements in area of customer support

**Key Stakeholders / Actions:**

- Clients – Responding to tickets
- Operators/Suppliers – Contacting the support of operators/suppliers
- Routing team – Suggesting changes and flagging issues

**Requirements:**

- Excellent knowledge of English
- Interest in technology
- Problem solving attitude
- University Degree desired but not mandatory
- Relevant experience in Customer support or Telecommunications (A2P, Voice) is a big plus

**Location** – Belgrade

To **apply** for this position please send your CV to [careers@smshighway.com](mailto:careers@smshighway.com)