

Job description:

Title: Customer Support Specialist

Overview:

SMS Highway group is growing international messaging service provider. SMS Highway is specialised in direct to operator A2P SMS connectivity offering its service to major international OTT, Enterprise and telecom wholesale companies globally. SMSH has office in London, Bucharest, Munich, Cape Town, Dubai, Hong Kong and it is expanding it's 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 is responding to customer requests and proactive communication with customers to assure customer satisfaction and fast troubleshooting.

Key Tasks include:

- Responding to customer tickets
- Basic technical problem analysis and troubleshooting
- Proposing solutions to support and routing team
- Traffic monitoring and proactive troubleshooting
- Activities related to Compliance – Sender ID registration, URL whitelisting
- Suggesting operational improvements in area of customer support

Key Stakeholders / Actions:

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

Requirements:

- Excellent English skills
- Interest in Technology
- Problem solving attitude
- University Degree desired but not mandatory
- Willingness to work on weekends, or in shifts
- Relevant experience in Customer support or Telecommunications (A2P, Voice) – is big plus

Location – Belgrade, Zemun

To **apply** for this position please send you CV to careers@smshighway.com