

Vita Media Group is looking for a full-time Customer Support Agent to become a part of its fast-growing team in Skopje. You will be joining a vibrant and enthusiastic team with loads of energy and focus.

Vita Media Group has offices in Copenhagen and Skopje. Our work is mostly focused on iGaming, finance (consumer loans) and affiliate marketing – across all online marketing channels. With a dedicated data-driven approach we ensure that our users always find exactly what they are looking for.

Hours of operation:

Monday to Saturday from 18:30 - 01:00

We are seeking candidates who are passionate about:

- Delivering outstanding customer service
- Creative problem solving
- Troubleshooting basic product-related inquiries
- Learning, developing and growing in their career
- Having the flexibility of working from home rather than coming into the office every day
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What we are looking for in a candidate:

- Available to work evenings - 18:30 - 01:00
- Customer-first attitude
- Self-motivated, independent decision-making skills
- Strong written and verbal English communication skills that convey a friendly and helpful tone
- Professional, positive and friendly demeanor that demonstrates empathy and patience
- Efficient in general PC skills
- Stable internet connection
- Contact center working experience is a plus
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What you will do:

- Answer user queries, identify the type of assistance for the customer requires and to provide resolution.
- Provides problem solving steps by confidently asking the right questions and researching options to determine the best resolution.

- Maintains accurate customer records by updating the information in the systems of records.
- Be the voice of the customer to share feedback and suggest creative solutions to improve customer satisfaction

What we offer:

- Competitive salary
- Private health insurance
- Coffee & Snacks
- Proactive and helpful colleagues. A fun group of people to work with.
- Free parking and great office location – Park Residence (*Currently there is option to choose from home or office*)

Apply

Does the above motivate you? Then we would like to hear from you!

Please apply at contact_mk@vitamediaigroup.com with “Customer Support Agent” as the email subject.

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