

## Customer Support Executive

[Apply Now](#)

Company: Manatal Co LTD

Location: Bangkok

Category: computer-and-mathematical

is an HRTech software service (B2B SaaS) company headquartered in Bangkok, Thailand. Manatal is one of the fastest-growing start-ups in the region and is backed by Surge and Sequoia Capital. Manatal has a global presence and is trusted by thousands of businesses in over 135 countries and is recognized by [Forbes](#) as Best Recruiting Software of 2024.

Our goal is to transform the entire hiring process by making it simple, efficient, and enjoyable for recruiters, hiring managers, and candidates alike.

Our mission is to offer the best-in-class AI-powered technologies to empower small, medium, and large businesses in their staffing & recruitment transformation.

### Customer Support Executive (Afternoon Shift 5 PM - 2 AM)

You will be a key member of the Manatal sales team and a point of contact between Manatal and our existing clients. You will be responsible for delivering quality service support and helping our users find success through the use of our platform. On top of that, you will be working closely with our Sales, Product, and Engineering team to deliver a level of support that best fits our clients.

You will be a part of a team that strives for the highest customer happiness and helps our customers transform the way they recruit.

### Responsibilities

Supporting user experience and building strong relationships with customers.

Deep problem understanding and ensuring timely resolution or escalation of incidents and requests.

Escalating complex issues to senior members of the sales team, as needed.

Owning customer issues and requests from initial report to resolution, collaborating cross-functionally to address each request, and communicating with customers regularly regarding incidents or requests status.

Handling customers with a consummately professional attitude.

Facilitate customer meetings to collect more information, investigate an issue, and fasten the resolution of tickets.

Provide after-hours and on-call support as needed through live chat or impromptu live support requests.

Managing customer expectations regarding estimated response times for issue resolution.

Monitor competition, economic indicators, and industry trends

Manage relationships with key principals through frequent communication and reporting, emphasizing on an update on product market situation, and product development in the market.

Other tasks assigned by the CEO and Management

## **Required Skills and Experience**

1 - 5 years of related Customer Support experience.

French Speaking - Plus

Spanish Speaking - Plus

Superb communication skills in English and other languages (written and verbal).

Strong territory and contact management skills.

Excellent consultative and solution-selling skills.

Working technical knowledge of software components.

Proven leadership skills in both independent and team environments.

Staffing and Recruiting market knowledge is preferred.

High energy levels, a high degree of integrity, self-motivation, a positive attitude, a proactive approach to work, and confidence.

Demonstrated success in a B2B sales environment.

### **Working with Manatal**

This role is based at our Bangkok office in the heart of the city center

As a team of diverse cultures and nationalities, English language proficiency is required

We enjoy collaborating in person and the team is working on-site

### **Why you'll enjoy working with Manatal**

Well-funded start-up backed by Surge & Sequoia

Be part of one of the fastest-growing B2B SaaS start-ups in the region

You will be collaborating with talented individuals in the industry

Join a lively and highly international team

Indulge in a challenging and innovative working culture

Attractive medical healthcare plan

Personal development allowance

2 weeks of work from anywhere per year

Regular fun team-building activities

Company trip

**Demo Video:**

**Youtube Channel:**

**Interested Candidates can also apply via this link:**

### **Manatal Hiring**

At Manatal, we are dedicated to building an intuitive AI-powered application tracking system to streamline and transform the entire hiring and recruitment process.

We are devoted to attracting the best talent worldwide to join our team and take pride in being an equal-opportunity workplace. We are committed to equal employment opportunities regardless of religion, race, ethnicity, ancestry, national origin, gender, gender identity, sex, sexual orientation, marital or parental status, disability, age, citizenship or other class protected by applicable law.

**Apply Now**

### **Cross References and Citations:**

- 1. Customer Support Executive Jobsinsaudi Arabia Jobs Bangkok Jobsinsaudi Arabia ↗**
- 2. Customer Support Executive Findwordpressjobs Jobs Bangkok Findwordpressjobs ↗**
- 3. Customer Support Executive Courtjobs Jobs Bangkok Courtjobs ↗**
- 4. Customer Support Executive Traveljobs Jobs Bangkok Traveljobs ↗**
- 5. Customer Support Executive Hungaryjobs Jobs Bangkok Hungaryjobs ↗**
- 6. Customer Support Executive Malaysiajobs Jobs Bangkok Malaysiajobs ↗**
- 7. Customer Support Executive Findsalesjobs Jobs Bangkok Findsalesjobs ↗**
- 8. Customer Support Executive Irelandjobs Jobs Bangkok Irelandjobs ↗**
- 9. Customer Support Executive Socialmediajobopportunities Jobs Bangkok Socialmediajobopportunities ↗**
- 10. Customer Support Executive Hondurasjobs Jobs Bangkok Hondurasjobs ↗**
- 11. Customer Support Executive Findpythonjobs Jobs Bangkok Findpythonjobs ↗**
- 12. Customer Support Executive Searchaustralianjobs Jobs Bangkok Searchaustralianjobs ↗**
- 13. Customer Support Executive Investmentbankerjobs Jobs Bangkok Investmentbankerjobs ↗**
- 14. Customer Support Executive Losangelesjobs Jobs Bangkok Losangelesjobs ↗**

15. **Customer Support Executive**[Uzbekistanjobs](#) [Jobs Bangkok Uzbekistanjobs](#) ↗
16. **Customer Support Executive**[Searchamericanjobs](#) [Jobs Bangkok Searchamericanjobs](#) ↗
17. **Customer Support Executive**[Professionalnetworkjobs](#) [Jobs Bangkok Professionalnetworkjobs](#) ↗
18. **Customer Support Executive**[Referralrecruits](#) [Jobs Bangkok Referralrecruits](#) ↗
19. **Customer support executive** [Jobs Bangkok](#) ↗
20. **AMP Version of Customer support executive** ↗
21. **Customer support executive Bangkok** [Jobs](#) ↗
22. **Customer support executive** [Jobs Bangkok](#) ↗
23. **Customer support executive** [Job Search](#) ↗
24. **Customer support executive** [Search](#) ↗
25. **Customer support executive** [Find Jobs](#) ↗

Source<https://th.expertini.com/jobs/job/customer-support-executive-bangkok-manatal-co-ltd-258391/>

Generated on: 2024-04-30 by [Expertini.Com](#)