



Job Description | *Customer Support Specialist*

We are seeking a passionate Customer Support Specialist to join our growing team.

1. ABOUT ELTEMATE

We are ELTEMATE – A Hogan Lovells Legal Tech Brand. Our mission is to empower our clients to harness the full capacity of AI in their legal business. We combine a deep understanding of our clients' legal needs with the speed and innovation of a technology start-up. Our portfolio covers a large spectrum of legal tech solutions including generative AI, AI-powered regulatory updates, state-of-the-art eDiscovery, information analysis, databases, deal rooms, workflow management, case management, document automation, risk assessment, reporting, and apps.

2. ROLE DESCRIPTION

As a Customer Support Specialist you will play a crucial role in ensuring exceptional customer experiences and the continuous improvement of our products and services. Your dedication to understanding our customers' needs, resolving issues, and maintaining high satisfaction levels will be instrumental in driving the success of our legal tech solutions and brand.

3. DUTIES AND RESPONSIBILITIES

- Respond promptly and professionally to customer inquiries and issues.
- Troubleshoot technical issues and guide customers through step-by-step solutions, ensuring a positive brand experience.
- Monitor customer issues, actively identifying patterns and areas needing improvement.
- Monitor the performance of third-party vendors, identifying areas for development.
- Work with key account managers to process client feedback and ensure effective dissemination of relevant information to the appropriate stakeholders within the organization.
- Work with software engineering team to escalate and resolve complex customer issues effectively. Pro-actively report issues to the appropriate teams.
- Provide end user training to clients for various legal tech solutions.
- Continuously stay updated with the latest features and updates of our legal tech products and services to provide accurate assistance.
- Maintain a friendly and empathetic tone while addressing customer concerns, ensuring a high level of customer satisfaction.
- Contribute to the development and improvement of customer support and quality assurance resources, such as FAQs, workflows, processes and product specifications.

4. REQUIRED KNOWLEDGE, SKILLS AND EXPERIENCE

- Bachelor's degree in business, marketing, communications, or a related field (or equivalent experience).

- Excellent verbal and written communication skills, with a friendly, patient and professional demeanor.
- Strong problem-solving skills and the ability to explain technical concepts to non-technical customers.
- Proficiency in using customer support software, CRM systems, and other communication tools.
- Exceptional organizational skills and the ability to manage multiple customer inquiries simultaneously.
- Strong attention to detail and accuracy in documenting customer interactions.
- Ability to work both independently and collaboratively in a fast-paced environment.
- Fluent English-speaking skills.

5. OTHER PREFERRED SKILLS

- Experience working in a legal or technology-related field.
- Multilingual abilities to provide support to customers in different languages.
- A passion for helping customers and delivering outstanding service.
- Readiness to learn and adapt to new technologies and tools.

6. OTHER DETAILS

- Full-time employee.
- Reports to Global Head Of Marketing & Business Development.
- Located preferably in Amsterdam (Netherlands) but willing to be flexible (EU) and can accommodate agile work environments.
- Competitive salary depending on qualifications and experience.

7. DISCLAIMERS

ELTEMATE is an equal employment opportunity employer and does not discriminate against any employee or applicant for employment on the basis of race, color, religion, gender, national origin, age, sex, disability, veteran status, marital status, sexual orientation, gender identity or any other characteristic protected by law.

If you are interested, please get in touch with us at info@eltemate.com. We look forward to meeting you.