



Vacancy summary

Junior Support Manager

GE01446785



Georgia

Education : Bac + 2 DEUG, BTS, DUT

Experience : Student

Industry : Sports and Leisure

Contract : Long term

Availability : Part Time

Languages

English : Fluent

Vacancy details

At World Chess we're looking for a Junior Support Manager to join our team.

We wish to find a colleague who has a critical mind, writes competently and politely in English, and loves chess.

Job responsibilities:

- Study of FIDE Online Arena platform and Zoho CRM with the help of the team;
- Identifying bugs or common concerns and reporting them to the relevant teams;
- Responding to users' issues and concerns;
- Dealing with FIDE ID requests;
- Maintaining important stats, including first response time, backlog and others;
- Keeping records and updating documents in Notion and Google sheets;
- Sending out info requests and Sportsmanship Policy resolutions;
- 5-day work week from Monday to Friday (9:00 — 12:00 break 18:00—21:00 (UTC +4)). This could be slightly rescheduled according to the candidates time zone and life situation.

About you

- You love playing chess!
- You have 6 months + experience in any customer care related field;
- Any CRM experience or a strong desire and ability to learn it before starting the job;
- Exceptional communication and presentation skills;
- Ability to prioritize, and control time effectively;
- Strong sense of responsibility.

If you are interested in this vacancy, send your applications and be ready to complete the test task!

Job Types: Part-time, Permanent

Part-time hours: 30 per week

Contacts
