

## Computer Operator Staff Jobs in Finland

### Job Location

Finland

Remote work from: IN; USA; AU; NZ; DK; HK; JP; KZ; MY; SG; TW; TH; UZ; VN; AT; BY; BE; FR; DE; GR; NL; RU; ES; CH; UK; GB; DZ; KW; QA; MA; SA; MX; AE; CA; GT; DO

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### Base Salary

Rs. 22 - Rs. 80

### Qualifications

High School, 10th, 12th Pass, Graduate Depends upon Position

### Employment Type

Full-time, Part-time

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### Hiring organization

Finland

### Date posted

May 13, 2024

### Valid through

31.12.2024

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## Description

# Computer Operator Staff Jobs in Finland

**Job Title:** Remote Customer Support Specialist

**Company:** KONE

**Location:** Remote (Finland)

**Employment Type:** Full-time

**About KONE:** KONE is a global leader in the elevator and escalator industry, dedicated to improving urban life. With innovative solutions and cutting-edge technology, KONE provides efficient and sustainable mobility solutions for people in buildings worldwide. Committed to excellence and customer satisfaction, KONE values diversity, inclusion, and continuous learning.

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**Job Description:** As a Remote Customer Support Specialist at KONE, you will play a pivotal role in ensuring exceptional customer service and support. Working remotely from Finland, you will engage with customers, providing technical assistance, troubleshooting, and resolving inquiries related to elevator and escalator systems. Your dedication to customer satisfaction and your technical expertise will contribute to KONE's reputation as a leader in the industry.

### Key Responsibilities:

1. Provide prompt and courteous customer support via phone, email, and other communication channels.
2. Diagnose technical issues with elevator and escalator systems and provide timely resolutions.
3. Guide customers through troubleshooting steps and provide clear instructions for issue resolution.
4. Collaborate with internal teams, including technical support and field service technicians, to escalate and resolve complex issues.
5. Document customer interactions, including inquiries, issues, and resolutions, in the company's CRM system.
6. Stay up-to-date on product knowledge, technical specifications, and industry trends to provide accurate and relevant support.

7. Contribute to continuous improvement initiatives by identifying opportunities to enhance customer support processes and systems.
8. Adhere to company policies, procedures, and service level agreements to ensure quality and consistency in customer support delivery.

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### Qualifications:

- Bachelor's degree in Engineering, Computer Science, or a related field preferred.
- Proven experience in customer support or technical support roles, preferably in the elevator or escalator industry.
- Strong technical aptitude and ability to troubleshoot and resolve technical issues independently.
- Excellent communication skills, both written and verbal, with the ability to convey technical information clearly and effectively.
- Customer-focused mindset with a commitment to delivering exceptional service.
- Ability to work independently in a remote environment while collaborating effectively with cross-functional teams.
- Proficiency in CRM systems and other relevant software applications.
- Fluency in Finnish and English required.

### Benefits:

- Competitive salary and benefits package.
- Opportunities for professional development and career growth within a global organization.
- Flexible remote work environment with the support of a collaborative team.
- Work visa sponsorship available for qualified candidates.

**How to Apply:** To apply for the Remote Customer Support Specialist position at KONE, please submit your resume and cover letter detailing your relevant experience and qualifications via the KONE Careers portal. We look forward to receiving your application and welcoming you to our team!

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