

Customer Support Rep – AI/SaaS Startup in Sunny Barcelona

First check out our 30s video: <https://vimeo.com/198710724>

Cien, Inc. is a Silicon Valley style startup in the heart of sunny Barcelona! We are well-funded and work with one of the most exciting technologies available today: Artificial Intelligence! Our product, the Cien App, makes sales people much more productive by “Measuring What Matters”. We use the concepts of Predictive & Prescriptive Analytics to produce real ROI!

We are looking for A-players to join our fast-growing team. We can offer a competitive salary, nice perks, company equity, excellent opportunities for career development and a fun and inspiring work environment.

To be considered for any Cien Team position, you must meet the following criteria:

- 1) Be ready for a fast-moving and challenging environment, where we strive to create a world-class product and customer experience
- 2) Be fluent in English – we are a global company, and all work communication is in English
- 3) Have a bachelors or equivalent degree in a relevant subject matter
- 4) Be a EU citizen or eligible to work in Spain

As a Customer Support Rep for Cien, you have one mission: To resolve any questions or problems our customers encounter while using our products. This means being knowledgeable of the product and Sales Processes, take notes of common problems and present back to the Product team. You are also expected to update knowledge bases and write email templates for common issues. We want you to be metrics driven and constantly work towards faster and better resolutions of problems.

For our Customer Support Rep position, we also highly value the following skills:

- 1) 1+ year Customer Support experience for a SaaS Company
- 2) Familiar with tools like ZenDesk or Desk.com
- 3) Familiarity with modern Sales Processes and Terminology
- 4) Familiarity Salesforce.com or other CRM systems
- 5) Excellent phone and email writing skills
- 6) A Creative mind, where you are not afraid to try new ideas
- 7) Business Fluency in one of the following languages: Spanish, German or French

Many of our customers are located in the United States and we value the ability to work on a flexible schedule.

If this sounds like a dream position for you, please submit your resume to jobs@cien.ai along with salary history and availability to start working in our Barcelona office.