

## Coniq Job Opportunities

### Client Support Executive - Skopje

#### The Opportunity

Kodilink dooel Skopje trading as Coniq is looking for a full time Client Support Executive to complement our team in Skopje. This role report into Service Delivery Manager in London whilst working closely with Support Team in Skopje

#### About the role

As client support executive you will be responsible for communicating with the clients and providing them technical support. You will be:

- Opening tickets for every inbound and outbound call and fulfilling it according to the manual,
- Keeping eye on every incoming ticket, making sure it's replied correctly
- Live chatting - answering the questions and queries we get from clients
- Reporting

#### Requirements:

- Fluent in German and English
- Good communication and interpersonal skills
- Efficient, effective and pro-active attitude
- Good PC literacy

#### Benefits

We are an enthusiastic team focused on working together to build a great product and company. We have a unique offering with a proven business model, are well-funded and growing fast. We are proud of our company culture. Our office is wonderfully placed near the river quay and is only 700m away from the main transport centre. We work regular hours, have a weekly company-wide meeting to keep us aligned, and generally believe we're all pushing in the same direction.

#### We offer:

- Part time job (16h per week, weekends only)
- 10 days holiday
- Gym contributions
- Office snacks and drinks, both healthy and fun
- Friendly and relaxed work environment
- Frequent social events
- Casual dress code

#### About us

Coniq is one of Europe's leading CRM and Loyalty providers for shopping centres and retailers. Coniq operates in 24 countries providing a SaaS CRM platform that helps shopping malls, city centres and retail groups to build powerful loyalty programs to identify and engage their best customers. Our solutions give landlords and retailers a deep insight into their shoppers' behaviour and automatically deliver optimised content to shoppers to drive retail sales.

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Coniq are specialists in CRM and Loyalty for retail destinations and our clients include some of the world's leading brands such as The Bicester Village Shopping Collection, VIA Outlets, Apsys, Compagnie de Phalsbourg and Starbucks. Over 17 million shoppers and more than 1,800 retail brands trust and use our technology.

With a current team of 80 people across 5 main offices we are looking to expand significantly across Europe, the Middle East and North America.

Application procedure:

Apply for the job role before \_\_\_\_\_, by sending your Resume to [infoMK@coniq.com](mailto:infoMK@coniq.com) indicating the position for which you are applying.