



We are at the crossroads of
transportation and technology

We are an innovative California based technology and software communications company that has established our European center in Belgrade. We have developed a product called “SurveyBot” that supports household goods moving companies in making move estimates using two-way video interaction and intuitive image recognition technology. This technology will replace the current survey process which involves a sales representative visiting the customer’s home. Our technology improves efficiency and reduces costs for the moving company, and creates a convenient interactive experience for their customers.

Our continued growth and success depends upon an effective training and adoption program for our clients which allows them to quickly implement and use our software effectively in their geographic market.

We are looking for:

Customer Experience Representative

who is fluent in English!

Location: **Belgrade, Serbia**

As a Surveyor agent for our product SurveyBot, you will be working as part of a team, liaising with the sales and operations teams within the organisation as part of your daily routine. You will be conducting online video calls with customers around the world to assess their move requirements. Also, you will be responsible for preparing detailed reports with recommendations for our moving industry clients. You will communicate directly with these clients via email and telephone, ensuring they are kept up-to-date with progress of their requests, and answering any questions which may arise or be cause for concern.

Requirements and skills:

- One year of relevant experience in customer service desirable
- Fluent (or advanced) English (spoken and written knowledge) is a must
- Additional foreign language skills (German, French or Dutch) will be considered as an advantage
- Moving or relocation experience is a plus
- Strong computer skills, MS Office and Internet applications, is a must
- As this role heavily relies upon developing close working relationships with both clients and colleagues, it is important that candidate have excellent communication skills, both written and verbal
- Ability to work in shifts, including afternoon, night shifts and weekends as required

What we offer:

- Opportunity to become a part of a fast growing, creative, international team
- Working in a dynamic environment, within a fun office culture
- Modern working conditions
- Personal and career development

If you are interested in becoming a part of our team please send your resume electronically to ana@crater.co