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Technical Customer Support Specialist, (NZ/Australia)

at Webflow ([View all jobs](#))

New Zealand or Australia Remote

Webflow is a visual web development platform that empowers non-coders to create incredible experiences for the web. We're looking for a **Technical Customer Support Specialist** to help empower our customers and make Webflow the best product possible.

About the role

- **Location:** APAC Remote (NZ/Australia)
- **Required time zones:** APAC (NZ/Australia)
- 40 hours/week

We have ambitious goals for 2021 to build out 24/7 support, so if you have weekend availability (or even if you don't) we'd love to hear from you. We're looking for candidates who can work **Wednesday-Sunday or Monday-Friday**.

Please let us know your availability in your application!

As a **Technical Customer Support Specialist**, you'll ...

- Provide consistently high-quality customer experiences for all Webflow customers
- Help customers in support queues using applications including but not limited to Help Scout, ClickUp
- File bugs, troubleshoot issues, and collaborate with the team to provide an excellent customer experience
- Advocate for our customers and work closely with your team and manager to find areas of improvement within our product and services.

About You

You'll thrive as a **Technical Customer Support Specialist** if you:

- Have demonstrated experience with providing high-touch customer support over email and live chat in SAAS or technical customer service
- Possess a deep understanding of Webflow products or have experience with other web design tools or platforms
- Understanding of HTML, CSS, DNS **or** advanced understanding of Webflow
- Exhibits analytical reasoning and critical thinking skills for technical troubleshooting
- Have demonstrated written and verbal communication skills (English)
- Ability to learn new digital tools quickly

- Work autonomously, creatively, and kindly with your teammates while empowering and supporting those around you.
- Practice radical candor with your colleagues to communicate clearly. You can start from the common ground as a great listener and work towards creative solutions with others.
- Advocate for others – including customers and colleagues – and you want to build a career in customer support!

If you don't meet 100% of the above qualifications, you should still seriously consider applying. Studies show that you can still be considered for a role if you meet just 50% of the role's requirements.

About us

At Webflow, we believe that what we're doing doesn't define our success — so we focus on our "why" and "how"

Our Mission:

To empower everyone to create for the web — and lead impactful, fulfilling lives while we do it.

Our Core Behaviors:

1. Earn customer trust
2. Get it done, do it right
3. Practice candor with care
4. Dream big, ship often

Our commitments to you

- We'll pay you!
- We'll invest in your physical and mental well-being with a monthly stipend for health and wellness expenses
- We'll pay you to take a vacation ... seriously. We'll give you a \$1,000 bonus for taking your first vacation with us that is more than 5 days
- We give you a 5 week sabbatical after 5 years of service
- We provide remote employees with the equipment and productivity stipend they need to create a great remote work environment
- We will offer you the support you need to help you grow as an impactful **Technical Customer Support Specialist** and a healthy human being

Think you're a good fit for the role?

Note: We are unable to hire current residents in these countries at this time: Afghanistan, Albania, Armenia, Azerbaijan, Belarus Bosnia & Herzegovina, Burundi, Central African Republic, China, DR Congo, Egypt, Republic of Guinea, Guinea-Bissau, Haiti, Iraq, Lebanon, Libya, Mali, Moldova, Montenegro (Yugoslavia), Myanmar (Burma), Nicaragua, Pakistan, Russia, Serbia (Yugoslavia), Somalia, South Sudan, Tunisia, Turkey, Turkmenistan, Ukraine, United Arab Emirates, Venezuela, Yemen, Zimbabwe, Cuba, Syria, Iran, and North Korea.

Apply for this Job

* Required

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