

SUPERHOG

Customer Success

About us

SUPERHOG is the leading global risk management toolkit for the vacation rental industry and wider peer to peer economy. We support a growing eco-system of hosts, property managers, booking platforms and guests with the tools to make their sharing activity safer, which include facial recognition, ID cross-referencing and database software, alongside damage protection and deposit products. Our goal is to remove bad actors from the peer-to-peer space and make transactions safer, to help enable its growth.

About the role

An opportunity exists to join our SUPERHOG Customer Success team, providing support particularly through the Booking Validation journey, and as required thereafter.

Once a guest has booked to stay with a SUPERHOG Host, they receive a Booking Validation request which will require them to go through various checks prior to their booking. The process can lead to general questions and enquiries.

Your role will be to ensure that the guest is supported through the process.

We mainly communicate through email and online chat in English and use our ticketing system to track the progress of every task. You will receive full training on our processes, and how to manage the tickets within our CRM.

What we are looking for

- You will be able to manage the end-to-end customer support process, ensuring our guest & host members have a positive experience when contacting us.
- You will be able to complete administrative tasks ensuring attention to detail, accuracy, and confidentiality.
- You are interested to learn and grow as you go and take initiative to learn.

More information:

- Start date: ASAP

Diversity and inclusion

SUPERHOG is committed to bringing together humans from different backgrounds and perspectives, providing employees with a safe and welcoming work environment free of discrimination and

harassment. We strive to create a diverse & inclusive environment where everyone can thrive, feel a sense of belonging, and do impactful work together.

As an equal opportunity employer, we prohibit any unlawful discrimination against a job applicant on the basis of their race, colour, religion, gender, gender identity, gender expression, sexual orientation, national origin, family or parental status, disability, age, veteran status, or any other status protected by the laws or regulations in the locations where we operate.

How to apply

If you're excited by the idea of seeing yourself in this role at SUPERHOG, please send a copy of your CV and a cover letter that best expresses your interest and unique qualifications to jobs@superhog.com