Customer Support Specialist - KOKSIN

Location: Koh Pich, Phnom Penh, Cambodia

Job Type: Full-time / Contract

About KOKSIN

KOKSIN is an appointment-based platform helping customers discover and book services online across Cambodia. We partner with appointment-based businesses to help them manage bookings, improve customer management, and grow their business digitally.

We're looking for a friendly, patient, and solutions-focused Customer Support Specialist to support both customers and business partners using the KOKSIN platform.

You'll be one of the main points of contact for KOKSIN users, helping resolve questions and issues related to bookings, accounts, payments, platform features, and general use of KOKSIN.

What You'll Be Doing

- Provide friendly and professional support to KOKSIN customers and business partners through Telegram, chat, email, social media, and other support channels.
- Assist users with questions and issues relating to bookings, cancellations, rescheduling, accounts, payments, notifications, and general platform usage.
- Support KOKSIN partners with day-to-day questions about managing their bookings, schedules, staff, services, availability, customers, and account settings.
- Investigate reported issues, gather relevant information, and resolve common problems independently where possible.
- Escalate technical issues, payment problems, bugs, and other complex cases to the appropriate Product, Engineering, Operations, or management team.
- Follow up on open support cases and ensure customers and partners receive timely updates until their issue is resolved.
- Maintain accurate records of customer enquiries, reported issues, resolutions, and recurring problems.
- Identify common questions and recurring issues and provide feedback to the wider KOKSIN team to help improve the product and customer experience.
- Help maintain internal support documentation, frequently asked questions, troubleshooting guides, and customer-facing help content.

- Work closely with the Partner Onboarding and Sales teams to ensure newly onboarded businesses receive a smooth transition into ongoing support.
- Represent KOKSIN professionally and ensure every customer and partner receives a helpful, respectful, and positive support experience.

Requirements

- Strong communication, interpersonal, and customer service skills.
- Patient and comfortable helping customers with different levels of technical experience.
- Strong problem-solving skills with the ability to understand an issue, investigate it, and determine the appropriate next step.
- Comfortable using computers, mobile applications, web-based platforms, and online communication tools.
- Organized and able to manage multiple customer enquiries and support cases at the same time.
- Good attention to detail when reviewing bookings, account information, payments, and reported issues.
- Able to communicate clearly and explain technical or platform-related information in a simple and easy-to-understand way.
- Able to work independently while collaborating closely with other members of the KOKSIN team.
- English and Khmer language skills are a strong advantage.

Bonus Skills

- Previous experience in customer support, customer service, technical support, hospitality, or account management.
- Experience supporting customers through live chat, Telegram, social media, email, or helpdesk platforms.
- Experience working with SaaS, booking, POS, CRM, ecommerce, or other digital platforms.
- Basic technical troubleshooting experience.
- Experience working with businesses in the beauty, wellness, healthcare, sports, automotive, hospitality, or other service industries.
- Experience working in startups or technology companies.
- Familiarity with customer support or ticketing systems.

What We Offer

- Flexible and fast-moving startup environment.
- Opportunity to work directly with customers and businesses across Cambodia.
- Hands-on experience with a growing Cambodian technology platform.
- Career growth opportunities as KOKSIN expands.
- Opportunity to progress into Senior Customer Support, Partner Success, Operations, Customer Success, or team leadership roles.
- Work closely with the founders and wider KOKSIN team.

How to Apply

If you're interested, feel free to reach out via Telegram: **@koksin.kh**

Please include:

- Your CV or experience
- A short introduction about yourself
- Any previous customer service, customer support, technical support, hospitality, or technology experience (if available).