Central European letgo team (Czech Republic, Croatia, Slovenia) is looking for **Customer Support Analyst** who speaks Czech/Slovak and English to work with us at our office in Prague.

What is letgo?

letgo is the fastest growing mobile marketplace to buy and sell locally. We’re powering a new, secondhand economy on mobile. We’re a diverse, passionate group that’s connecting millions of buyers and sellers. Recently named one of Europe’s “Hottest Startups” by Wired, letgo is known as a young, cool, modern, instant and user-friendly app! In the last 2 years we launched in 10 countries around the world.

What responsibilities will you get when working with us?

- Customer Support on social media, Google reviews, iOS reviews
- Quality Assurance of our outsourced moderation company which consists of two fields: moderation and support tickets
- Translations and proof reading of marketing materials, app content and customer support macros
- Classification of qualitative responses from user surveys
- Some occasional tasks may include statistical data entry (e.g. to compile sheets and graphs showing content flow in the app) and checking the ads posted in the app to remove bad content

Desired Skills & Experience

- Excellent oral and written communication skills
- Previous experience in a customer service position is a plus
- Holds a Bachelor degree or currently studies in a Bachelor course
- Basic knowledge of MS Excel and PowerPoint
- Enjoys working in a multi-cultural environment
- Team player
- Fluent in Czech and English

What we offer?

- Experience in one of the fastest growing start-ups in the Czech Republic and building the future of online classifieds
- Friendships in a cool international team of young enthusiasts
- Being part of an innovative culture – you will get all the support in suggesting and implementing new ideas
- Work in inspirational coworking environment at Wenceslas square

If you have an entrepreneurial drive and think you can use that drive to contribute to our purpose, then we’d love to empower you to be successful and grow in the letgo team!

Empower yourself. Improve the world.

Inspired and interested in the job? Let us know!

If you have any further questions with regards to this career opportunity, please feel free to contact hana.le@olx.com.