

Customer Support Specialist

We're looking for a Customer Support Specialist to help shape the future of business messaging at LINK Mobility - Europe's leading mobile messaging and CPaaS provider.

At LINK, we power communication that keeps everyday life moving. From flight check-ins and delivery alerts to SMS authentication, WhatsApp support messages, and mobile coupons - chances are you've already interacted with our technology without even knowing it.

We help businesses engage and delight customers through scalable, end-to-end communication solutions.

This is an exciting moment to join LINK. The mobile communications industry is evolving fast, and we're expanding our award-winning CPaaS offerings to match the pace of innovation.

ABOUT THE ROLE

You will join the Finland Customer Care team, reporting to the Product Director. In this role, you will provide high-quality customer support and contribute to efficient service operations, helping LINK deliver reliable services and an excellent customer experience across our messaging platform and services.

KEY RESPONSIBILITIES

- Provide high-quality support to our customers, ensuring timely and effective resolution of their questions and service issues
- Take ownership of customer cases from initial contact through resolution, keeping customers informed along the way
- Investigate and troubleshoot technical and service-related issues across our messaging solutions
- Work closely with technical, commercial, and operational teams to resolve cases and ensure a smooth customer experience
- Support customers in the day-to-day use of LINK's messaging services and help them get the most value from our solutions
- Contribute to improving support processes, documentation, and ways of working, with the opportunity to gradually take on broader Customer Care responsibilities, such as customer billing

REQUIRED EXPERIENCE AND SKILLS

- Previous experience in customer support, technical support, or a similar customer-facing role
- Strong problem-solving skills and the ability to take ownership of customer cases from start to resolution
- Strong communication skills in both Finnish and English, written and spoken (other languages a plus)

OPTIONAL SUPERPOWERS

It's a plus if you:

- Have experience with CPaaS, SaaS, telecom, or messaging services
- Have a basic understanding of APIs, integrations, or other technical customer solutions
- Are curious, proactive, and motivated to continuously learn new technologies and

services

- Stay calm and solution-focused when handling complex or time-sensitive customer situations

WHY JOIN LINK

- A fast-moving, international environment with high autonomy and trust
- Real growth opportunities, mentorship, and learning support
- Access to our **Employee Share Purchase Program (20% discount on LINK stock)**
- The chance to work on products used by millions across Europe

Want to know more about our company culture? Check out our EVP:

Employee Value Proposition

LOCATION

Helsinki, Finland

HOW TO APPLY

Ready to join us? Apply below - we hire when we find the right people

QUESTIONS ABOUT THE ROLE

Contact: **Jukka Papinaho**

Email: jukka.papinaho@linkmobility.com

Phone: +358505702288

Jukka will be out of office on 15–16 October but will be happy to answer any questions before or after these dates.

ABOUT LINK MOBILITY

LINK is publicly listed on the Oslo Stock Exchange. We continue to grow organically with strong recurring revenue as businesses shift toward mobile-first communication.

For more information, you can visit our website: [CPaaS Enterprise Communications: SMS, WhatsApp, RCS, Email](#)

DIVERSITY AND INCLUSION

Every employee matters at LINK. We do not tolerate discrimination of any kind. Diversity fuels our innovation, equity shapes our decisions, and inclusion defines our culture. From leadership to daily interactions, we're committed to creating a fair, respectful, and empowering environment for all.