

Service Operations Coordinator | Taipei

Do you want to get in on the ground floor of an award-winning global startup that is solving a truly meaningful problem in the world?

PenguinSmart is looking for a **Service Operations Coordinator** to help contribute to the development of our AI-assisted online rehab therapy services enabling more effective speech & language improvement for children.

Job Scope

- Lead team to build a world-class customer care practice; implement, measure, and continually refine processes to ensure that clients are delighted
- Regularly communicate and interact with customers, improve their compliance with home-based intervention, and assist in solving user problems and needs
- Track user engagement, retention, and renewal metrics; plan initiatives to improve
- Manage and train team of customer care associates to reach goals
- Drive service renewals and upsells

Details:

- **Time Commitment:** full-time
- **Compensation:** annual base salary of 420,000-600,000 NTD with flexibility to work from home, stock options, social insurances, and bonus depending on team performance
- **Location:** Taipei. The candidate will be working closely with teammates distributed across the US, Taiwan, and mainland China.

Qualifications:

- 3+ years of experience in customer care, customer support, or account management in an online education, training or healthcare organization
- Excellent Mandarin Chinese reading/writing/speaking ability; proficient English
- Previous personal or professional experience supporting consumers in mainland China and Taiwan
- Good communication skills (verbal and written) with ability to persuade and to de-escalate tense situations.

Qualities:

- Adaptability to startup environment: excellent organization skills, self-management, self-planning, initiative, courage to challenge yourself, self-learning
- Strong professional drive and desire to self-learn; you excel at setting & meeting goals

Good to Have

- Background in medical, education, psychology, and social work
- Previous interaction with special needs children and families
- Previous inside sales or remote case management experience
- Can quickly teach yourself new tools; excellent knowledge of MS Office

Preferred Interests

- Health, Child development, Early-childhood education, Special Education, Psychology, Sociology.

About Us

PenguinSmart is enabling intelligent, individualized rehab therapy for all, starting with online speech and language therapy support for children. Founded by Harvard & MIT alumni, our team





PenguinSmart

INTELLIGENT, INDIVIDUALIZED REHAB THERAPY FOR ALL

CREATE WHAT MATTERS. JOIN US!

combines the latest data sciences with expert insights to empower caregivers to become a key part of the rehab journey. We are first remotely serving the 1 in 6 families with developmentally delayed children while developing global solutions for other conditions. Our solutions speed up rehab progress and allow therapists to oversee more patients without sacrificing quality of care. PenguinSmart is backed by Alchemist Accelerator, was named one of the Top 10 Disruptive Parenting Companies by Disruptor Daily, and was recently chosen as one of the "Top 100 Healthcare Visionaries" in the US. mypenguinsmart.com (EN) | qierbao.com (CN).

If you are interested, please send your **bilingual (English and Chinese) cover letter & CV/resume** to talent@mypenguinsmart.com.

