

Argentina Jobs Expertini®

Call Center Representative

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Company: Influx

Location: Argentina

Category: other-general

Argentina

Candidates must be able to respond to the needs of customers and provide products/services information to customers via Inbound & Outbound calls, Emails, and Live Chat in a friendly & timely manner. Evaluate problems and complaints of the callers and resolve any emerging problems that our customer accounts might face with accuracy and efficiency.

Essential Duties

Manage a high volume of Inbound/Outbound Phone, Email & Chat contacts from customers who are calling with questions or need assistance with their issues

Full understanding of how to deliver a positive customer journey whilst maintaining strict call handling KPIs

Proactively maintaining knowledge, checking, self-educating, and implementing client updates, processes, guidelines, and policies.

Liaison with other departments to resolve customer issues

Communicate effectively and with a positive tone with peers and your manager

Contribute to a high-performance and friendly workplace culture

Identify and assess customers' needs to achieve satisfaction

Build sustainable relationships and trust with customers, clients, and other stakeholders through open and interactive communication

Achieve the client and Influx's KPIs (Call Handling, Email, Chat, CSAT & QA quotas)

Strong knowledge in understanding the importance of maintaining ownership in handling customer complaints, until you feel it is appropriate to escalate.

Deliver on your promises and obligations to drive an exceptional customer experience,

Minimum requirements

Minimum 2 years proven customer support experience or experience as a call center representative

Excellent written and verbal English communication skills, English Language must be clear, no native accent

Strong problem-solving and negotiation skills as well as the ability to handle difficult customer calls

We operate 24/7 and work on a rotating roster - you must be OK to work weekends on any allocated shift

Empathetic and display the necessary soft skills required for customer support

Ability to take ownership of the situations

Happy to be empowered to work with little supervision

Able to work in a fast-paced environment

Ability to multitask and not get frustrated

Track record of achieving KPIs and delivering strong CSAT scores

***Internet and Device Requirement ***

Minimum 15mbps wired internet connection

Minimum i5 processor or i3 processor 6th generation

Minimum 8GB Ram

Wired headset

Quiet working environment

(NO CHROMEBOOKS, NO LINUX OS)

Benefits

The flexibility of working from home without having to go to the office

An international and diverse work atmosphere :)

Extensive opportunities to learn from, and work with high-performing colleagues in a fast-paced environment*If you feel that this role is for you, please feel welcome to apply!

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