# **Argentina Jobs Expertini®**

# **Customer Service Associate**

# **Apply Now**

Company: Ecolab

Location: Buenos Aires

Category: computer-and-mathematical

#### JOB DESCRIPTION

Join Ecolab's Customer Service team in **Buenos Aires**, and become part of a dynamic team that loves their work and enjoys each other. As a respected **Customer Service Agent**, use your high energy and social skills to partner with our customers to help them achieve maximum benefit from Ecolab's products. As a team, we strive to exceed our objectives to help drive greater customer satisfaction.

#### What's in it For You:

Enjoy non-traditional work hours that fit the schedule you need

Be recognized for meeting goals, and secure opportunities for advancement

Sharpen your professional business acumen

Work for a stable, growing, global Fortune 500 company

Comprehensive benefits package starting day 1 of employment.

## What You Will Do:

Process 60-100 inbound calls per day

Manage outbound calls, depending upon volume

Must possess solid problem solving & interpersonal skills

Handle all calls in a prompt and courteous manner

Maintain working knowledge of products, accounts, Ecolab representatives, tools and dispensing systems

Complete a call on screen accurately while speaking with the customer

Process orders, literature requests, and applies information to our customers

Develop technical and mechanical proficiency to assist customers and field staff with dispenser system issues

#### **Minimum Qualifications:**

High school qualifications or equivalent

Proficient with Microsoft Office Suite software (Excel, Word, Access, and Outlook

Experience using Customer Service software

#### **Preferred Qualifications:**

Bachelor's degree completed or in process

Ability to interact professionally with others and work independently in a fast-paced environment

Strong problem solving and interpersonal skills

Excellent verbal and written communication skills

Highly dependable team player

Ability to prioritize workload and complete responsibilities on time

Fluent in English

SAP knowledge

## **Our Commitment to Diversity and Inclusion**

Ecolab is committed to fair and equal treatment of associates and applicants and furthering the principles of Equal Opportunity to Employment. Our goal is to fully utilize minority, female,

and disabled individuals at all levels of the workforce. We will recruit, hire, promote, transfer and provide opportunities for advancement based on individual qualifications and job performance. In all matters affecting employment, compensation, benefits, working conditions, and opportunities for advancement, Ecolab will not discriminate against any associate or applicant for employment because of race, religion, color, creed, national origin, citizenship status, sex, sexual orientation, gender identity and expressions, genetic information, marital status, age, or disability.

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