https://jobs.ua/job-customer-care-agent-evening-shift-3476877

Ваш надійний помічник

Customer Care Agent (Evening Shift)

Харків,

Рубрики: IT, WEB фахівці

Побажання до співробітника

Освіта:	середня
Досвід роботи:	не вимагається

Опис вакансії

Definition:

The customer care agent (CCA) is an agent that answers customer complaints from all around the globe. They must answer e-mails and phone calls of customers and store each case in a dedicated tool. Each CCA must keep track of each case until it is solved.

Roles and responsibilities:

Give Support to the customers: Identify and solve customer problems using dedicated web tools

Handle and manage web tools specially made for customer support.

Keep a record of each case in another dedicated web tool.

Escalate higher problems and send them to the appropriate team when needed.

Notify Leads when a recurrent problem appears, to prevent further cases

Be able to identify problems and create new templates for recurrent ones.

Be informed on promotions and information on respective countries.

Requirements:

Fluent level of English

Upper-Intermediate or Advanced level of second language (Spanish / German / French) is a must

Previous working experience in sales or PR is a plus

Microsoft Office skills

Excellent communication skills

Aptitude for team work

Excellent interpersonal relationship

Be responsible and patient

Additional Information:

We are recruiting CCA for Evening Shift. Working schedule will be from 19:00 to 02:00.

Taxi expenses will be covered by company on daily basis.

Working days will be Monday-Friday or Wednesday-Sunday.

!PLEASE, SEND YOUR CVs IN ENGLISH ONLY!

Контактна інформація

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