

# Colombia Jobs Expertini®

## (90% English) Customer Service Associate

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Company: Teleperformance

Location: Colombia

Category: office-and-administrative-support

### What We're Looking for

#### Why TP?

We are experts in global digital business services in 100 countries with nearly 500,000 Teleperformers around the world! Great Place To Work has certified us as one of the best places to work for in Colombia and the world. We don't stop innovating and we always go beyond.

Are you ready to be part of the TOP team?

#### What you'll do as a Customer Service Associate:

Respond to all customer inquiries.

Provide excellent customer service by being a good listener.

Work with confidential customer information, while treating it sensitively.

Aim to resolve issues on the first interaction by being proactive, patient, and understanding.

Keep a constant working knowledge of our client's products, services, and promotions.

Document and update records in the required systems.

#### This is what you need to be a part of the TOP Team:

Be a high school graduate (must present a diploma or certificate).

90% and up English level.

Great communication skills.

Empathy to put yourself in someone else's shoes, understand what they might be feeling or thinking, and skills to solve issues in the most positive way.

No experience is required, just a proactive and confident attitude.

Eagerness to work from Manizales with the #1.

### **Discover TP's perks:**

Long-term contract.

### **The opportunity to organize your time with our flexible schedules.**

Career development and volunteering programs.

### **Employee fund.**

Join the TOP Team and connect the world to the most recognized brands in 170 markets.

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### **Cross References and Citations:**

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