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Client Experience Representative - Latam

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Company: Sagan

Location: Bogotá

Category: other-general

Job Title: Client Experience Representative - Latam

Location: Remote (EST Timezone)

Working Schedule: Monday - Friday, 8:00 AM to 5:00 PM EST

Job Description:

Are you passionate about delivering exceptional customer service? Do you thrive in a fast-paced, dynamic environment? If so, we're looking for someone like you to join our team as a

Client Experience Representative.

Responsibilities:

Improve the Customer Experience: Build rapport with customers, understand their needs, and resolve issues promptly.

Provide Excellent Service: Be responsive to customer inquiries, go the extra mile to help, and ensure positive outcomes.

Gather and Analyze Feedback: Use customer feedback to enhance the product and overall experience.

Identify and Resolve Pain Points: Understand customer frustrations and take proactive steps to address them.

Recommend Solutions: Proactively suggest solutions to enhance the customer

experience.

Collaborate Across Teams Work closely with other departments to ensure customer needs are met.

Requirements:

Quiet home office environment for calls.

High-speed internet connection (10+ Mbps).

Desktop or fast laptop running Windows 11 or newer, with 8 GB RAM and 256 GB free hard drive space.

Proficiency in Microsoft Office 365, HelpScout, and Zoom.

Nice-to-Haves:

Data entry skills, including fast and accurate typing.

Strong attention to detail and data management abilities.

Excellent communication and problem-solving skills.

Ability to multitask and maintain a positive attitude.

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