

Colombia Jobs Expertini®

Customer Service Representative

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Company: Emapta

Location: Bogota

Category: office-and-administrative-support

Job Description

Unlock Your Career Potential: Join Our Team as a Customer Service Representative!

Are you ready to take your customer service career to new heights? Imagine a job that offers you global opportunities, an international position without leaving the country, and perks you won't easily find elsewhere. As a Customer Service Representative with our client, you'll embark on a journey filled with career growth, learning, and the chance to make a real difference. Join our client's team in Bogotá and experience a world of possibilities right at your doorstep.

Job Description

As a **Customer Service Representative** in dental care, you are a dedicated professional with exceptional communication skills. Your mission is to provide courteous assistance, schedule appointments accurately, and uphold patient confidentiality. You excel at collaborating with medical and dental staff, efficiently handling patient complaints, and maintaining electronic records. In a leadership role, you'll oversee call center operations, ensure quality, provide guidance to agents, and stay updated on industry trends. Your unwavering commitment to exceptional service and attention to detail make you a valuable asset in this role.

Here's an overview of your future role:

Employment type: Indefinite term contract

Shift: Day (Monday to Friday, 7:30 AM to 5:00 PM Central Time)

Work Setup: Onsite, Bogotá

What do you need to succeed?

English Level: C1

Experience: 3+ years in similar roles

Experience in dental clinic or educational background

Tech stack: CRM, Microsoft suite

What awaits you in this role?

Serve as the primary contact for patient calls and inquiries, offering professional and courteous assistance.

Deliver exceptional customer service by promptly addressing questions and concerns.

Schedule and confirm appointments accurately using the office's system.

Collect and verify patient information, ensuring compliance with confidentiality regulations.

Assist patients with completing forms and paperwork.

Collaborate with medical and dental staff to schedule consultations and coordinate treatment plans.

Handle patient complaints, escalating complex matters as necessary.

Maintain accurate electronic records of patient interactions.

Manage day-to-day activities of the bilingual call center, ensuring adherence to procedures and service level agreements.

Monitor call queues, agent availability, and call quality.

Provide guidance, coaching, and training to agents.

Handle escalations, evaluate performance, and resolve complex inquiries or complaints.

Maintain a thorough understanding of medical and dental services and processes.

Monitor call recordings for compliance and quality standards.

Develop and implement quality assurance initiatives.

Stay updated on industry trends, procedures, and regulations.

Why choose us?

5 Days work week

Prepaid Medicine

Work-Items (laptop, mouse, and headset)

5 extra days of vacation leave (20 in total) that could be monetized

Direct exposure to our clients

Career growth opportunities

Diverse and supportive work environment

Prime Office Locations - Bogotá and Medellín

Up skilling: Emapta Academy

Whom you'll work with:

Our client, HG Doctors, is a healthcare management company founded in 1979 and headquartered in Hallandale Beach, Florida. With over 100 dedicated employees, HG Doctors serves medical practices across Florida, Georgia, and South Carolina. Our client's offices boast a prime location with easy access via major roads, providing convenience for all. With an unwavering commitment to exceptional services, their skilled doctors and staff deliver compassionate care. Our client takes pride in their state-of-the-art equipment and modern sterilization system, going beyond industry standards for your safety and comfort.

Who are we?

Discover a world of possibilities at **Emapta** , where your career takes flight in stability and growth. Join a team that thrives on camaraderie, supporting each other to achieve excellence together. Experience the satisfaction of being recognized for your contributions with competitive compensation packages that reflect your skills and commitment. Immerse yourself in a positive work culture that encourages collaboration, innovation, and personal development. We provide you with the platform for your success, empowering you to reach new heights in a supportive and inclusive environment.

With a wide roster of international clients from various industries and a proven track record of

success, **Emapta** offers a stable foundation for your career. Team up with like-minded professionals who are passionate about making a meaningful impact through premium global opportunities at your fingertips. Apply now and create a better future with us.

#EmaptaExperience

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