

Colombia Jobs Expertini®

Customer Service Representative L2 (Brazilian Portuguese & English)

[Apply Now](#)

Company: SupportNinja

Location: Medellin

Category: office-and-administrative-support

We're obsessed with growth. From enabling companies to flourish, to helping careers bloom. SupportNinja was founded in 2015 to help companies solve for scale and connect them with a wider world of talent. Our vision is to show the world a better way to grow by developing the best people, implementing the latest technology, and challenging the status quo. SupportNinja is a new kind of BPO. Our vision is to show the world a better way to outsource by developing the best people, implementing the latest technology, and challenging the status quo. SupportNinja helps fast-growing tech companies by providing around-the-clock outsourced support, lead generation, customer service and community management. As a Ninja, you are guaranteed a culture dedicated to our core values: Employee Focused, Always Be Humble, Improve Everyday, Compassionate Candor, and Collectively Bring Joy. Salary: **\$3,651,900** Schedule: **5AM-2PM EST, Monday - Friday** Type of Contract: **Full**

Time Employment Work Set Up **Permanent Remote / Work-At-Home** Equipment

Provision: **Company Provided** **Job Summary:** The Customer Service Representative II is responsible for handling customer inquiries via a maximum of two communication channels such as, phone, email, or chat and resolving customer issues in a timely and professional manner.

What does a day in the life of a Customer Service Representative look like?

Responds promptly and professionally to customer inquiries via a maximum of two communication channels such as, phone, email, or chat

Provides in-depth information about products and services to customers

Resolves complex customer issues in a timely and efficient manner

Follows up with customers to ensure that their issues have been resolved to their satisfaction

Properly and accurately document customer interactions in the organization's CRM

Adhere to company policies and procedures

Meet or exceed performance targets for related KPIs

Continuously improve knowledge of products, services, and processes by participating in training programs and continuous learning modules

Collaborate with other departments as needed to resolve customer issues

Maintain a positive, empathetic, and professional attitude toward customers and colleagues at all times

Perform other duties as assigned

What are the required qualifications of a Customer Service Representative?

Must have high school diploma or equivalent

Must be 18 years of age or older

1 year of previous customer service experience, preferably in a call center environment

Strong communication skills, both verbal and written

Knowledge and experience with a CRM preferred

Proficient in using computers and various software applications

Ninja Perks and Benefits • Competitive compensation • Paid time off, birthday leave•

Bonus and incentive plans • Opportunities for skills training and personal and

professional development• Employee Referral Program Experience infinite fun so you

can have infinite growth. Discover A Better Way to Grow! Are you ready? **Disclaimer:**The

duties and responsibilities listed above describe the post as it is in general terms and

are not definitive. The post holder is expected to accept any reasonable alterations that may

from time to time be necessary.

[Apply Now](#)

Cross References and Citations:

1. Customer Service Representative L2 (Brazilian Portuguese & English)

TeachingeducationJobs Medellin Teachingeducation ↗

2. Customer Service Representative L2 (Brazilian Portuguese & English) HairjobsJobs

MedellinHairjobs ↗

3. Customer Service Representative L2 (Brazilian Portuguese & English)

OnlinecommunitycareerhubJobs Medellin Onlinecommunitycareerhub ↗

4. Customer Service Representative L2 (Brazilian Portuguese & English)

Softwareengineeringjobs Jobs Medellin Softwareengineeringjobs ↗

5. Customer Service Representative L2 (Brazilian Portuguese & English) NgojobsJobs

MedellinNgojobs ↗

6. Customer Service Representative L2 (Brazilian Portuguese & English) Devopsjobs

Jobs Medellin Devopsjobs ↗

7. Customer Service Representative L2 (Brazilian Portuguese & English) Searchnzjobs

Jobs Medellin Searchnzjobs ↗

8. Customer Service Representative L2 (Brazilian Portuguese & English) Norwayjobs

Jobs Medellin Norwayjobs ↗

9. Customer Service Representative L2 (Brazilian Portuguese & English) Dhakajobs

Jobs Medellin Dhakajobs ↗

10. Customer Service Representative L2 (Brazilian Portuguese & English)

PathologistsjobsJobs Medellin Pathologistsjobs ↗

11. Customer Service Representative L2 (Brazilian Portuguese & English)

Entryleveljobs Jobs Medellin Entryleveljobs ↗

12. Customer Service Representative L2 (Brazilian Portuguese & English) Viennajobs

Jobs Medellin Viennajobs ↗

13. Customer Service Representative L2 (Brazilian Portuguese & English)

Findjobshiringnearme Jobs Medellin Findjobshiringnearme ↗

14. Customer Service Representative L2 (Brazilian Portuguese & English) Moscowjobs

Jobs Medellin Moscowjobs ↗

15. Customer Service Representative L2 (Brazilian Portuguese & English)

Chicagojobsearch Jobs Medellin Chicagojobsearch ↗

16. Customer Service Representative L2 (Brazilian Portuguese & English) Torontojobs

Jobs Medellin Torontojobs ↗

17. Customer Service Representative L2 (Brazilian Portuguese & English) Courtjobs

Jobs Medellin Courtjobs ↗

18. Customer Service Representative L2 (Brazilian Portuguese & English) Govcareer

Jobs Medellin Govcareer ↗

19. Customer service representative I2 (brazilian portuguese & english) Jobs

Medellin ↗

20. AMP Version of Customer service representative I2 (brazilian portuguese & english) ↗

21. Customer service representative I2 (brazilian portuguese & english) Medellin

Jobs ↗

22. Customer service representative I2 (brazilian portuguese & english) Jobs

Medellin ↗

23. Customer service representative I2 (brazilian portuguese & english) Job Search

↗

24. Customer service representative I2 (brazilian portuguese & english) Search ↗

25. Customer service representative I2 (brazilian portuguese & english) Find Jobs ↗

Source: <https://co.expertini.com/jobs/job/customer-service-representative-l2-brazilian-port-medellin-supportninja-e08375c6d0/>

Generated on: 2024-05-02 by Expertini.Com