

Customer Service Representative

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Company: SuperStaff

Location: Medellín

Category: office-and-administrative-support

The Customer Service Coordinator is the employee that handles all customer inquiries and complaints as appropriate, including Spanish translation calls. This position at the corporate office works closely with the Sales Support & Liaison Team Lead and Operations Supervisor and contributes greatly to the overall satisfaction of our customers, vendors, and business associates.

Requirements

ESSENTIAL JOB RESPONSIBILITIES

Interacts with customers via text, telephone, email, online chat, or in person to provide support and information on an assigned product or service.

Ensures that appropriate actions are taken to resolve customers problems and concerns.

Maintains customer accounts and records of customer interactions with details of inquiries, complaints, or comments.

Uses knowledge of a specific product, service, or other assigned area of expertise to answer inquiries or to forward to the appropriate staff.

Performs other related duties as required and assigned.

QUALIFICATIONS

Excellent communication skills including active listening.

Service-oriented and able to resolve customer grievances.

Proficient computer skills with the ability to learn new software.

Knowledge of, or ability to learn, product, service, or area of customer service specialization.

Able to perform the essential duties of this position without posing a “direct threat” to the health or safety of self or others.

PHYSICAL REQUIREMENTS:

Prolonged periods sitting at a desk and working on a computer.

Must infrequently be able to lift an object weighing up to 15 pounds.

Benefits

Indefinite-term Contract with Full Colombian Benefits.

Colombia Residents Only

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