

Customer Support Specialist (English 80%, Spanish) Bogotá bogmucbm

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Company: Teleperformance

Location: Bogotá

Category: computer-and-mathematical

Resumen

Customer Support Specialist

If you live in the city of Bogotá and have an English level of B2 (80%), we want to offer you to work in our social media vacancy with one of the most important social media networks globally.

Your job objective is to help users to solve questions about the platform's functioning.

You will work in multichannel customer support via chat, mail and phone.

Why TP?

With a presence in more than 91 countries, we are the industry leader! Great Place to

Work has certified us as one of the best companies to work in the country and the world. We don't stop innovating, and we always go beyond.

Are you ready to work with the TOP team?

Responsabilidades

What you'll do as a Customer Support Specialist?

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.

Requisitos

Who are you?

An advanced Spanish and English (80%) speaker.

An empathetic, responsible, and proactive person.

Someone who has multi-tasking skills and the ability to solve any situation.

Enjoy:

A salary of \$2'200.000.

42 hours per week.

Monday to Friday.

Growth opportunities.

Paid Training

Long-term contract.

Career development programs

Coworkers fund

Volunteering program.

Connect with other cultures and be part of the world's largest interactions team.

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