

# Colombia Jobs Expertini®

## Junior Customer Care Specialist

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Company: Joomag

Location: Colombia

Category: office-and-administrative-support

Founded in 2009, Joomag is the all-in-one platform offering a suite of integrated solutions for every content marketing, digital publishing, corporate communications, and sales engagement need. Headquartered in San Jose, CA, the company delivers a unique, solution-based approach with its powerful flagship Crater™ Editor.

### The Role

#### Your responsibilities will include:

Handling inbound calls and emails in a professional manner.

Resolving customer inquiries and requests and ensuring strong customer satisfaction.

Working with various internal teams to ensure prompt and accurate order processing and delivery.

Escalating customer feedback as required.

### Ideal Profile

You have at least 1 year experience within a Customer Service role, ideally within the IT Services and Media & Entertainment industry.

You possess excellent interpersonal as well as written and verbal communication skills.

You pay strong attention to detail and deliver work that is of a high standard

You are highly goal driven and work well in fast paced environments

You are a strong team player who can manage multiple stakeholders

## What's on Offer?

Work alongside & learn from best in class talent

Join a market leader within Media & Entertainment

Fantastic work culture

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