

Colombia Jobs Expertini®

Latam Call Center Representative - 16696385363

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Company: Support Shepherd

Location: Bogotá

Category: other-general

Position: Latam Call Center Representative

Working Hours: Monday to Friday, 9AM-5PM CST

Holidays: TBD

Salary: 1000-1500 USD

About the Company:

Support Shepherd is a leading customer support service provider, specializing in offering exceptional call center solutions to businesses worldwide. Our dedicated team of professionals delivers top-notch customer service and helps businesses build strong relationships with their clients.

About the Role:

We are currently seeking a highly motivated and enthusiastic Latam Call Center Representative to join our team. As a representative, you will be responsible for handling inbound and outbound calls from customers in the Latam region. You will provide support, answer queries, and ensure customer satisfaction.

Responsibilities:

Handle incoming calls efficiently, focusing on appointment booking.

Provide clear and effective communication with clients and team members.

Maintain professionalism and patience in all customer interactions.

Manage and update appointment schedules accurately.

Utilize Epic for managing and tracking customer interactions and appointments.

Requirements

Mastery of English and Spanish required.

Ideally a native or near-native English speaker.

Comfortable with being on calls throughout the workday.

Familiarity with Epic or similar systems is a plus.

Excellent communication and interpersonal skills.

Benefits

- Competitive pay.
- Collaborative and inclusive work environment.

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