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LatAm: Customer Success Specialist - 18441465524

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Company: Support Shepherd

Location: Bogotá

Category: office-and-administrative-support

Fully remote, Only for LATAM !! Position: CustomerSuccess Specialist Salary Range: USD 1000- 1300/ month (based on experience) Location: Fully remote, Only for LATAM Working Hours: Full-time, M-F EST Language: Professional proficiency in English level C1 is required. Type of contract: Independent Contractor Agreement.: At Shepherd, we're committed to connecting businesses with skilled and cost-effective talent from the Philippines and Latin America. We tailor our services to match our client's unique business needs, making global recruitment a breeze.: The ideal candidate will possess exceptional communication skills in English, enabling efficient phone communication with clients and insurance companies. This role requires the ability to make calls, schedule appointments, manage calendar adjustments, and maintain organized records of interactions.

Responsibilities: - Utilize provided scripts and systems to make 90-100 calls per day - Schedule appointments and make calendar adjustments promptly and accurately - Regularly call insurance companies to inquire about estimates, with a frequency of every two days - Navigate and utilize Salesforce and the FluidStream app effectively - Communicate with insurance adjusters and act as an assistant during interactions - Handle administrative tasks such as calling insurance companies regarding invoices and communicating with clients using provided data - Assist with customer success initiatives to ensure client satisfaction and retention Requirements - Proficiency in English to conduct phone calls effectively - Experience in running a call center or similar phone-based operations - Familiarity with customer success principles and practices - Strong organizational skills and attention to detail - Ability to adapt and learn new software applications quickly - 1-3 years of experience in

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