

Atenció al client - CUSTOMER SERVICE WITH DUTCH

Escrito por Gi Group Spain

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CUSTOMER SERVICE WITH DUTCH BARCELONA (BARCELONA) Empresa: Gi Group Spain Descripción: Important multinational located in Poble Nou (Barcelona) is looking for telemarketers for its customer service. It is not a sales service. Responsibilities: - Deliver a quality customer experience on every transaction. - Provide first contact resolution of customer issues via chat, email and/or phone. - Provide customer satisfaction and create promoters based on the service delivered. - Ensure that all customer contacts are handled in an efficient, effective and customer-centric way. - Troubleshoot and handle the most complicated and sensitive of customer inquiries. - Ensure that all the client inquiries are recognized, recorded, confirmed and solved effectively as measured through customer surveys and internal SLAs. - Ensure that adherence to required shift schedules is observed at all times. - Recognize and promote additional products and services to the customers, in line with their needs and requirements and as directed by Sitel's Client. - Supply high-quality service in accordance with given processes and procedures. - Keep updated on new products, technological changes and procedure updates as they arise. - Escalate and communicate any customer well-being issues. - Maintain security and confidentiality of Sitel's Client internal information and customer/account information. - Know and observe all regulations with regard to execution, trade and competition as well as all health and security responsibilities. It offers: - Salary according to agreement. - Employment stability. - Full time. Requirements: - Native Dutch - Fluent English. - Excellent Telephone attention. - Experience as customer service. - Good handle of informatic tools. Key competences: - Desire to learn and develop personally and professionally in a leading company. - Passion for the client and help others. - Teamwork. - Good knowledge of the client's procedures and products. - Motivated and enthusiastic personality. Relació laboral: LABORAL TEMPORAL Nombre Hores: 0 Salari mensual des de: 0 Salari mensual fins a: No informat 21/03/2019

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