

Venda al detall - Customer Service Coordinator w/ Native level of Sp

Escrito por Babel Profiles

Sábado, 09 de Mayo de 2020 17:00 -

Customer Service Coordinator w/ Native level of SpBARCELONA (BARCELONA)Empresa: Babel ProfilesDescripció: Great opportunity to join a young, innovative and proactive work team, creating an exceptional work environment! Our client is a growing company that wants to incorporate a Coordinator for its Customer Service department. Reporting directly to the COO, the supervisor should assure an excellent customer service for the customers in Spain. - Boost the customer service department to levels of excellence;- Supervise and monitor our quality standards;- Define and supervise the KPI's of the customer care department;- Maintain and update the documentation and the manuals used by the team (macros, help centre, FAQs, ...);- Implement strategies to improve the efficiency of our contact centre tools (Zendesk);- Train new agents and detect training needs in the team;- Supervise a team of 7/9 members: coaching, 1to1 meetings and review, establish the planning and sizing the team;- Involved in the recruitment process for new agents.Relació laboral: LABORAL INDEFINITNombre Hores: 0Salari mensual des de: 0Salari mensual fins a: 2100010/05/2020

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