

CAREER OPPORTUNITY

CALL CENTRE AGENT

Job Purpose

The incumbent is responsible for providing quality Customer Service to our valued customers while also ensuring that Customer Care Metrics and Targets are met.

Key Duties and Responsibilities

- Provides information to customers including pricing, product features and availability of products.
- Processes orders from customers including those received via fax, email, telephone and Sale Representatives.
- Works closely with respective Sale Managers and Sale Representative in order to provide optimal effectiveness and coverage of customers' accounts.
- Prepares invoices and quotations.
- Handles Customer Complaints/Issues.
- Logs and categorizes customers' queries/complaints/requests.
- Develops and maintains Customer Relations through active Call Out Campaigns and Social Media interactions.
- Provides support and coverage within Customer Care to ensure customer needs are met and Customer Care targets are met.
- Prepares reports.
- Contacts new and existing customers to ensure quality service.

Academic Qualifications, Experience and Soft Skills

- Five (5) CXC or GCE O' Level passes inclusive of English Language and Mathematics.
- At least two (2) years' experience in the field of Customer Service.
- Proficiency in the Microsoft suite of applications.
- Excellent interpersonal skills.
- Team Oriented.
- Excellent communication skills both oral and written.
- The ability to work in a fast paced environment with minimum supervision.

All applications are to be submitted no later than June 18th, 2019:

E-mail: hr@ftfarfan.com

Please specify "Call Centre Agent" in the subject

OR

Human Resource Department
F.T. Farfan Limited
3-5 Ibis Avenue
San Juan