

Customer Relationship Specialist

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Company: Pacsquare Technologies

Location: , Islamabad Capital Territory, Pakistan

Category: other-general

Customer Relationship Specialist Pacsquare Technologies, Pakistan Under general supervision, in a 24/7 in-bound call center environment, Customer Relationship Specialists will provide support and problem resolution to end-users (customers) by performing a question diagnosis while guiding users through step-by-step solutions. Support will be provided by clearly communicating solutions in a user-friendly, professional manner. This is an excellent opportunity for fresh graduates who are willing to work in a competitive environment in rotating shifts. Regular trainings will be provided. Duties and Tasks/Essential

Functions: Follow standard processes and procedures; Identify and escalate priority issues per Client specifications; Accurately process and record call transactions using a computer and designated tracking software; Offer alternative solutions where appropriate with the objective of retaining customers' and clients' business; Organize ideas and communicate oral messages appropriate to listeners and situations; Follow up and make scheduled call backs to customers where necessary; Stay current with system information, changes and updates Ability to speak and write clearly and accurately in English; Demonstrated proficiency in typing and grammar; Knowledge of relevant software computer applications and equipment; Knowledge of customer service principles and practices; Willingness to co-operate with others and work to the greater good; Multi-tasking capabilities; Job Specification Ability to speak and understand the English Language well Excellent Comprehension and Selling Skills Basic Computer Skills High Energy and a Positive Attitude Exemplary Attendance and Punctuality Flexibility and a Team Player Has multi-tasking ability and keeps his calm under pressure. Problem solving capabilities Conditions: Must be able to sit for long periods of

timePosition requires use of headset/microphoneThe performance will be measured on the basis of an employee's ability to identify and assess customers' needs to achieve satisfaction
Information Technology and Services - Islamabad, Pakistan

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