

Customer Relationship Specialist

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Company: Pacsquare Technologies

Location: Islamabad

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 time

Position requires use of headset/microphone

The performance will be measured on the basis of an employee's ability to identify and assess customers' needs to achieve satisfaction

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