

Help Desk Agent

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Company: SnaPhunt

Location: Pakistan

Category: office-and-administrative-support

The Offer

Opportunity within a company with a solid track record of performance

Leadership Role

Opportunity to make a positive impact

The Job

Your responsibilities will include:

Provide exceptional customer service via email, and chat, assisting clients with their travel inquiries

Troubleshoot and resolve client concerns in a timely and professional manner

Collaborate with team members and other departments to ensure the best possible customer experience

Continuously enhance your knowledge of the latest travel trends, destinations, and industry developments

The Profile

Good English communication skills (both written and spoken) to effectively liaise with the stakeholders of the region

A genuine passion for travel, tourism, and customer service

Strong problem-solving and critical-thinking skills

Ability to multitask, prioritize, and work in a fast-paced environment

Flexibility to work on shifting schedules, weekends, and holidays

A positive attitude, team player mentality, and the ability to adapt to change

Flexible working hours and the option to work remotely

The Employer

Our client build and use technology that enhances productivity for virtual staff, support agents, web marketers, and program managers.

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