

Customer Service Specialist handles inbound calls for major retail brands.

Our specialists are expected to maintain a positive and professional attitude at all times ensuring the best customer experience on every call. Tasks include placing orders, resolving order disputes, handling service inquiries, etc. The specialist should be able to accept feedback and coaching to achieve business goals and objectives.

Must be available to work until midnight including weekends.

The job requires daily:

- Input information from clients' interactions into a customer management system.
- Respond to incoming calls, emails, letters, and chat sessions from customers.
- Research product information to provide answers and recommendations.
- Explain products in a clear and professional manner.
- Obtain and examine all relevant information to assess the validity of complaints.
- Quickly assess customer needs and proactively provide solutions.
- Use proven techniques based on product to increase sales and customer retention.
- Refer unresolved customer grievances to designated departments
- Ensure 100% customer satisfaction on all calls

Qualifications:

- Ability to type quickly
- Personable, Friendly, Energetic, and a good team player
- Excellent verbal and written communication skills
- Excellent troubleshooting skills
- Good attention to detail
- Flexible team player with the ability to execute duties efficiently
- Reliable and conscientious
- Good organizational skills and work ethic
- Good multi-tasking and time management skills
- Quick thinker and capable to adjust to evolving business needs