

## Customer Care Advisor with Italian & English(Remote)

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Company: TELUS International

Location: Romania

Category: office-and-administrative-support

### Allgemeine Angaben

#### Bewerbungsfrist

16-Mai-2024

#### Standort

AFI Building 3

#### Land

Rumänien

#### Job Kategorien

Business Process Outsourcing

#### Work Style

Remote

### Jobbeschreibung

Join our newest support team in Romania as a Customer Care Advisor with Italian & English!

What we expect from the ideal candidate:

Advanced (C1) level of Italian, Medium (B2) level of English

Availability for a full-time schedule Monday-Sunday, 09:00-21:00

Availability to work from home, anywhere in Romania

Desired skills, competencies and knowledge:

### **Technical knowledge and expertise:**

**Professional and/or personal technical troubleshooting experience**

**Familiarity with iOS and/or macOS, or comparable technology, is preferred**

**Deep curiosity for understanding technology, passion for learning more and sharing knowledge with others**

**Uses analytical skills to isolate and resolve complex technical issues through appropriate troubleshooting methodology**

**Confident navigating through multiple systems and tools to research, comprehend and deliver solutions to customer in real time**

### **Customer service focus:**

**Experience in customer facing environments (phone, chat, in person, etc.) interaction in some capacity (can include volunteer work, or project work while in school)**

**Demonstrates passion for customer service, ownership of the customer experience and determination to deliver a comprehensive resolution**

**Obsesses over the customer experience and constantly strives to exceed their expectations**

**Able to communicate clearly and effectively, both written and verbal (in required language)**

**Able to effectively tailor communication and style to different audiences and read verbal and non-verbal cues**

**Approaches problems flexibly and is able to adapt and modify approach without compromising outcome**

### **Learning aptitude:**

**Thrives in a team environment: able to seek and provide expertise, challenge productively and help others succeed**

**Energy and excitement to master current role, eager for challenges to grow within it**

**and drive to develop skills in the organization**

**Stays curious and inquisitive in the pursuit of professional excellence**

**Effective time management strategy including ability to multi-task, prioritize, organize and balance workload**

**Resilience:**

**Able to self manage and work independently in a fast-paced and highly-demanding environment**

**Embraces repetition of core job duties, yet eager to take on more responsibility when needed**

**Strong sense of professionalism exhibited by remaining positive, calm and composed under pressure**

**Self-awareness to identify, address and manage navigating through challenges associated with the role**

**Remains focused and poised despite criticism and setbacks**

**Eager to receive feedback, embraces coaching and demonstrates changes as a result**

**Strong sense of professionalism exhibited by remaining positive, calm and composed under pressure**

**In this role, you would offer support to Italian speaking clients:and**

**Provide information about products and services and troubleshoot technical issues communicating clearly and effectively, both in written and verbal**

**Answer customer inquiries and resolve customer issues in an efficient and timely manner**

**Isolate and resolve complex technical issues through appropriate troubleshooting methodology**

**Navigate through multiple systems and tools to research, comprehend and deliver**

**solutions to customer in real time**

**Multi-task, prioritize, organize and balance workload**

**Approach problems flexibly, adapt and modify approach without compromising outcome**

**We offer:**

**Working from home, from any location in Romania**

**Stable job, in a multicultural fast-growing environment**

**Above-average fixed salary, performance and tenure-based bonuses, depending on the position**

**Monthly meal tickets**

**Free access to our modern and fully-equipped employees' gym space in our office building in Bucharest**

**Private medical subscription coverage**

**Extra health benefits: special discounts for dental care and optical services with our partners**

**Reimbursement for your public transportation subscription, after the trial period (if you work from office)**

**Gym subscription reimbursement, after the trial period**

**Free subscription to the Bookster virtual library**

**Dedicated psychologist available for free sessions (online or face to face)**

**Special discounts and rates for a variety of services and products: from telecom and banking to tech and home appliances, library, wellness, travel and many more**

**Paid training and international career opportunities**

**Multilingual exposure - improve your spoken and written language skills**

**Community projects – want to make the world a better place? We run CSR (Corporate Social Responsibility) events all year long**

### **Zusätzliche Stellenbeschreibung**

**Join our support team in Romania as a Customer Care Advisor with Italian & English!**

**Sprache**

**English**

**Italian**

### **EEO Statement**

**At TELUS International, we enable customer experience innovation through spirited teamwork, agile thinking, and a caring culture that puts customers first. TELUS International is the global arm of TELUS Corporation, one of the largest telecommunications service providers in Canada. We deliver contact center and business process outsourcing (BPO) solutions to some of the world's largest corporations in the consumer electronics, finance, telecommunications and utilities sectors. With global call center delivery capabilities, our multi-shore, multi-language programs offer safe, secure infrastructure, value-based pricing, skills-based resources and exceptional customer service - all backed by TELUS, our multi-billion dollar telecommunications parent.**

### **Equal Opportunity Employer**

**At TELUS International, we are proud to be an equal opportunity employer and are committed to creating a diverse and inclusive workplace. All aspects of employment, including the decision to hire and promote, are based on applicants' qualifications, merits, competence and performance without regard to any characteristic related to diversity.**

Ref Number

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