

Customer Service Representative

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Company: Edenred

Location: București

Category: office-and-administrative-support

Take a step forward and let Edenred surprise you.

Every day, we deliver innovative solutions to improve the life of millions of people, connecting employees, companies, and merchants all around the world.

We know there are hundred ways for you to grow. With us, you will expand your skills in a multicultural, challenging, and dynamic environment.

Dare to join Edenred and get ready to thrive in a global company that will offer you endless opportunities.

Edenred is all about meritocracy. You come as you are, and you contribute. Indeed, the Edenred Group recognizes, recruits and develops all talents and singularities.

We are committed to preventing all forms of discrimination and to providing all our candidates with equal opportunities regardless of their gender and gender expression, disability, origin, religious belief and sexual orientation or any other criteria.

YOU WILL VIBE WITH US

The Customer Service Representative enjoys direct contact with customers by telephone and understanding the customer's needs, displays diplomacy, is polite, remains calm, listens, and apologizes where necessary, always portrays a professional & positive image to the customer

He/she will be in charge of:

Maintaining a positive, empathetic and professional attitude toward customers at all times

Responding promptly to customer inquiries

Communicating with customers through various channels

Acknowledging and resolving customer complaints

Knowing our products inside and out so that you can answer questions

Processing orders, forms, applications, and requests

Ensure customer satisfaction and provide professional customer support

WE WILL VIBE WITH YOU

You have High school diploma, general education degree or equivalent.

You have:

Customer orientation and ability to adapt/respond to different types of characters; provide empathy for the client

Strong phone contact handling skills and active listening

Ability to prioritize and manage own workload

Demonstrated experience in using Microsoft Office package

Familiar with CRM systems and practices

Experience in a customer service role

Team player - helping the team to achieve objectives, friendly and approachable even when busy, but firm where necessary, works to team and individual standards.

Language required: Romanian

EXPECTED START DATE : ASAP

OTHER DETAILS

Location: Bucharest Office

Specific working conditions: full-time job

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