



Job Offer

Customer Support Representatives with French

If you're a French speaker, pro-active and customer-oriented professional, willing to work either FULL TIME or PART TIME, read on.

Responsibilities:

- Provide front and back office support to customers by initiating and answering contacts, creating and processing service requests, resolving customer issues, and documenting and communicating actions taken for the service categories related to one or more of the below:
- Order Management: process Customer order inquiries for client products and services and process order placement; process requests for order changes and cancellations; provide information to Customers in response to inquiries about the order status and other order management information;
- Customer issues and problems resolution: handle customer issues, concerns, queries, etc. via different channels (telephone, e-mail, chat etc), investigate the cause and determine options for appropriate resolution and communicate with customers regarding actions and satisfactory resolutions within agreed timescales.
- Customer cases data management: maintain appropriate data, documentation and records of customer issues, concerns, action taken for resolution. Communicate and share information and resolutions with other customer service staff
- Sales: participate in marketing activities, assist customers by searching for promotional items, promote special programs and offers/discounts, offer supplemental sales on placed orders.
- Technical support: provide technical support as per clients' specific products, systems and processes. The services provided can have flexible shifts aligned with every clients' requirements.

Benefits:

- Local labor contract
- Relocation allowance
- Monthly transportation allowance
- Additional 5 days per year dedicated for study and e-learning
- Additional payment for night hours work as per approved company program
- Voluntary medical plan: health and dental care
- Discounts on various goods and services

SEND US YOUR CV AND JOIN OUR TEAM!

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