



DDC MLS d.o.o. Sarajevo

Customer Service Advisor - English language

Handling inbound and outbound calls, email, chat from existing customers, dealing with any enquiries they may have,

striving for a first contact resolution.

Responding to all enquiries in a professional, courteous and friendly manner.

Build rapport with the customer to provide a best in class customer service experience.

Maintaining customer information and records inline with the DPA and our internal information.

Management Security

Processes.

Liaising with back office departments and the client to achieve a positive outcome and experience for every customer.

Any other duty in line with business requirements

Proven customer support/service industry or call centre experience (desirable)

Experience in strong phone contact handling skills and active listening (desirable)

Familiarity with CRM systems and contact centre technology (desirable)

Customer orientation and ability to adapt/respond to different types of characters

Experience in problem solving, mediation and conflict resolution and complaint resolution techniques.

Excellent customer care skills

Be a professional ambassador for both DDC MLS and our client

Be clear and friendly on the telephone, actively listening and speaking confidently

Good teamwork skills and the ability to work within a fast paced environment unsupervised

The ability to work quickly and accurately under pressure

A professional attitude when dealing with customers

Flexible and adaptable

A genuine passion for helping others

Ability to work to targets

Be comfortable with computers and tech

Proven experience/evidence in understanding and interpreting written documents in English (minimum knowledge - B2

level)

Key Responsibilities:

Experience:

Knowledge and skills:

Location: Sarajevo/Banja Luka

DDC MLS is part of the DDC Group, which employs more than 4,500 employees located in 13 locations around the world. DDC Group provides its services in the global market with incomparable structure and consistency of its business. DDC MLS currently has an open position for the position of Customer Service Advisor - English language

Customer Service Advisor- English Language (m/f)

posao@ddcmls.com

www.ddcmls.com

DDC Multilingual Solutions

387 (0) 33 730 285

If you are interested in joining our team, we encourage you to share your background, interests, and ambitions with us. All interested candidates can apply by sending a CV to this email: posao@ddcmls.com (Sarajevo) or posaobl@ddcmls.com (Banja Luka)a

Lokacija: Sarajevo, Banja Luka

Datum objave: 10. Feb 2023.

Datum isteka: 12. Mar 2023.