

**WE'RE  
HIRING!**

# Customer Experience Representative

## Dutch language

Trizma is a dynamic Business Process Service Provider, operating in South East Europe, offering to its global customers the next generation of outsourcing services.

**ACCELERATE BEYOND** is our approach to outsourcing in which we **UNDERSTAND** business of our clients and end user needs, **EVOLVE** the business processes and models and we **ACCELERATE** together to maximize the full business potential. We do all in a synergetic manner, achieving unique customer experience over time.



#### **Trizma is offering:**

- Long term employment opportunity for best performing candidates
- Chance for a professional and personal development
- Advancement opportunity
- Paid training
- Dynamic and responsible position

#### **Gathering and providing information**

- Answers telephone calls of the customers with compulsory adherence to the scripts in the domain of the job;
- Informing and advising customers on service characteristics, as well as answering to customer questions;
- Fetching data from customers;
- Creating an order for customers;

#### **Case solving**

- Record and case analysis;
- Works on finding solutions and providing information to the customer so they can self-handle the case;
- Leading the customer through the procedure to the solution (explanation);
- Providing feedback to the customer;
- Help desk;
- Gets feedback from the customer regarding the case / service;

#### **Escalated Cases / Forwarded cases**

- Escalating (forwarding) an emergency calls to Customer Support Representative;
- Regular monitoring of the case status;
- Providing feedback to the customer;
- Referring the customer to another institution;

#### **Other**

- Monitoring of the SLA team which he/ she is part of;
- Provides timely and quality reporting to the Client Relation Manager on the activities and work processes;
- Provides support for continuous improvement of the process;
- Regular exchange of information with the team for the purpose of joint development;
- Other business activities that may be assigned to him/ her by the Company, if necessary.

#### **Candidate profile and qualifications:**

- Excellent knowledge of **Dutch** language
- Excellent communication skills;
- Experience in handling objections;
- Accuracy in data entry.