

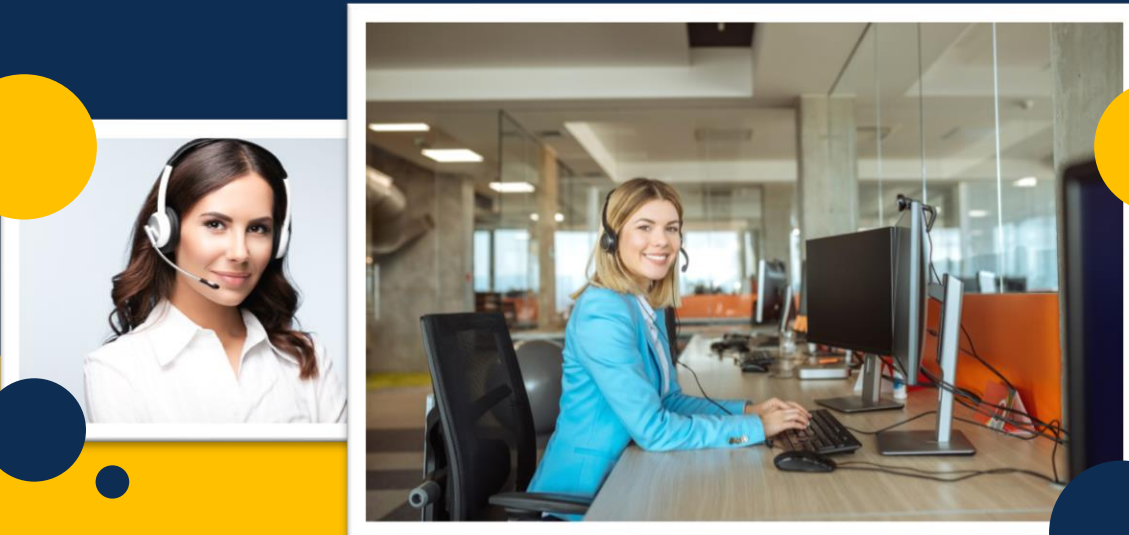
WE'RE
HIRING!

Customer Experience Representative

Italian 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
- Performing services for a multinational company
- Dynamic and responsible position
- Chance for a professional and personal development
- Advancement opportunity
- Paid training

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 **Italian** language
- Excellent communication skills;
- Experience in handling objections;
- Accuracy in data entry.