

Customer Service Agent (Saudi Arabian Accent)

Description

- Assist customers via phone, email, and live chat with inquiries, orders, and concerns.
- Provide personalized solutions and ensure customer satisfaction with every interaction.
- Collaborate with internal teams to resolve issues and improve processes.
- **Saudi Arabian Accent is a MUST**

Qualifications

1. **Excellent Communication Skills:** Effective verbal and written communication skills are essential to interact professionally with customers and colleagues.
2. **Problem-Solving Abilities:** the candidate must be adept at analyzing problems, identifying solutions, and implementing them efficiently to meet customers' needs and expectations.
3. **Attention to Detail:** Paying close attention to detail ensures accuracy in recording customer information, processing orders, and addressing inquiries effectively.
4. **Empathy and Patience:** The ability to empathize with customers' concerns and remain patient, even in challenging situations, is crucial for building rapport and resolving issues satisfactorily.
5. **Technical Proficiency:** Familiarity with CRM software and other relevant tools such as excel, PowerPoint is essential for managing customer data, tracking interactions, and providing efficient service.
6. **Teamwork and Collaboration:** Collaboration with colleagues from different departments to resolve complex issues and improve overall customer satisfaction.
7. **Adaptability and Flexibility:** The ability to adapt to changing situations and work schedules ensures that CRM agents can meet the demands of a dynamic and evolving work environment.
8. **Analytical Skills:** The ability to analyze customer data and identify trends to anticipate customer needs, personalize interactions, and provide proactive support.
9. **Time Management Skills:** Effectively managing time and prioritizing tasks to handle multiple inquiries efficiently while maintaining quality service.
10. **Marketing & Sales Skills:** having basic sales skills, especially in situations where upselling or cross-selling opportunities arise.
11. **Conflict Resolution Skills:** Proficiency in handling difficult situations, resolving conflicts, and de-escalating tense interactions for maintaining positive customer relationships.
12. **Cross-functional Collaboration:** Experience working collaboratively with various departments, such as sales, marketing, and product development to facilitate problem-solving and improve overall customer experience.
13. **Customer Orientation:** A genuine desire to help and serve customers is fundamental to deliver exceptional service and cultivate positive relationships.
14. **Education:** A high school diploma or equivalent
15. **Previous Experience:** previous experience in customer service or a related field is preferred. This experience may include roles such as customer service representative, call center agent, retail associate, or hospitality staff

Hiring organization

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