



<https://www.rootsegyp.com/job/customer-service-agent-saudi-arabian-accent/>

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.

Hiring organization

Roots Management Consultants on
Behalf of Customer

Date posted

August 19, 2024

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