

https://www.rootsegypt.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.
- 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 excel, PowerPoint is essential for managing customer data, tracking interactions, and providing efficient service.
- Teamwork and Collaboration: Collaboration with colleagues from different departments to resolve complex issues and improve overall customer satisfaction.
- 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.
- 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.
- 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