

# Customer Service Agent Job Description

Our company is looking for a customer service agent. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for customer service agent

- Ensure system entries are completed in an accurate, complete and timely manner
- You will be in charge of handling customer inquiries / requests by telephone and email from (Dominican Republic)
- KPI's adherence
- You will be in charge of handling customer inquiries / requests by telephone and email from 5 different countries (Panamá, Colombia, Costa Rica, Dominican Republic and Venezuela)
- Resolve customer (internal/external) enquiries by telephone, email or chat with a positive and service-oriented attitude
- Ensure responses are delivered to customers within agreed timescales
- Evaluate the nature of customers' enquiry accurately and determine the appropriate action to be taken
- Provide high quality of service at the counter by ensuring smooth execution of the end to end delivery process
- Ensure customer satisfaction through a positive customer experience and a smooth execution of the end to end shipment lifecycle
- Analyse and interpret information given by the customer precisely

## Qualifications for customer service agent

- Some schedule flexibility is required due to business needs
- Spanish a plus but successful candidate need not be bilingual
- Interest in digital technologies, more specifically in the field of customer interactions
- Bachelor's degree plus 2-3 years of relevant customer service experience
- Spanish speaker, minimum of 75% fluency in English (oral and written)
- Intermediate to advanced MS Office Suite experience

# Customer Service Agent Job Description

**Marco Cascella**



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