

French Customer Experience Specialist

Our client is an international provider of customer experience, technical support and sales operations solutions.

They partner with some of the world's most exciting, innovative and disruptive tech organizations to support their customers by delivering the world's best customer experiences.

Requirements :

- Ability to write and speak fluently, clearly and concisely in FRENCH (min C1 level);
- Ability to write and speak fluently, clearly and concisely in ENGLISH (min C1 level);
- Previous customer support experience is an advantage;
- Excellent problem solving abilities;
- Empathetic and can communicate in a caring and friendly manner;
- Strong time Management skills and motivation to exceed expectations;
- Enjoy working in a fast paced environment;
- Comfortable working with computers and the ability to work with multiple systems and the ability to learn and adapt to new ones;
- Strong team spirit with passion and drive to help users and deliver the best in customer service.

Responsibilities

- Deal with members' email queries promptly and efficiently, in accordance with company procedures;
- Process all incoming phone calls from customers and manage all requests, changes and cancellations as necessary;
- Interact with a diverse customer base;
- Input and access data on multiple systems;
- Clearly and concisely log and track detail of issues arising , ensuring to report recurring queries in order to minimize repeat callers;
- Maintain an up-to-date level of product and procedure knowledge by being attentive to and acting upon information advised in e-mail update, team meetings, training and other briefings;
- Perform all duties in an efficient, professional and courteous manner at all times;
- Maintain regular, consistent and professional attendance, punctuality, personal appearance, and adherence to relevant health and safety procedures;
- Pursue personal development of skills and knowledge necessary for the effective performance of the role;
- Look at opportunities to make changes and improve the processes where possible;
- Maintain at a minimum, target levels of productivity and performance, as outlined by your Manager in relation to call times, idle times and other performance metrics as they arise;

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- Help maintain a good team and working environment through assisting fellow employees and participating constructively in team meetings;
- Undertake duties of a general nature or additional tasks as may be required from time to time by your Manager or other designated authority figures.

What's in it for You?

- Work in a Central Location;
- Enjoy Games and relax room (Xbox and fun games);
- Work in a multicultural environment;
- Grow and develop professionally (possible directions: Quality Leads and Team Managers)

If interested, please send me your resume at: catalina.suciu@brainspotting.ro!