

# Customer Experience Representative – German language

**Department:** CCC

**Location:** 3. Belgrade

## Gathering and providing information

- Answers telephone calls of the customers with compulsory adherence to the scripts in the domain of the job;
- Informing and advising customers on service characteristics, as well as answering to customer questions;
- Fetching data from customers;
- Creating an order for customers;

## Case solving

- Record and case analysis;
- Works on finding solutions and providing information to the customer so they can self-handle the case;
- Leading the customer through the procedure to the solution (explanation);
- Providing feedback to the customer;
- Help desk;
- Gets feedback from the customer regarding the case / service;

## Escalated Cases/ Forwarded cases

- Escalating (forwarding) an emergency calls to Customer Support Representative;
- Regular monitoring of the case status;
- Providing feedback to the customer;
- Referring the customer to another institution;

## Other

- Monitoring of the SLA team which he/ she is part of;

- Provides timely and quality reporting to the Client Relation Manager on the activities and work processes;
- Provides support for continuous improvement of the process;
- Regular exchange of information with the team for the purpose of joint development;
- Other business activities that may be assigned to him/ her by the Company, if necessary.

**Candidate profile and qualifications:**

- Excellent knowledge of German language
- Excellent communication skills;
- Experience in handling objections;
- Accuracy in data entry.