

JOB POSTING REQUEST FORM

JOB DETAILS	
Reference #	CP-628-2022
Company Name	Fact Universal s.a.l.
Industry	Support Company for our US client
Vacancy	Customer Service Representative
Number of vacancies for that position	2
Job Type <i>(FT, PT, Contractual, Seasonal)</i>	FT
Major(s)	Any major
Degree	Bachelor
Years of Experience	5 years
Location	Harissa - Jounieh
Remuneration & Benefits	Salary in Fresh US\$
Currency (LBP, Dollar, Lollar)	US\$
Tasks & Responsibilities	<p>.</p> <p><u>DUTIES & RESPONSIBILITIES</u></p> <ol style="list-style-type: none"> 1. Resolve customer complaints via phone, email, mail. 2. Manage a large volume of incoming calls and emails 3. Use telephones to reach out to customers and verify account information. 4. Greet customers warmly and ascertain problem or reason for calling. 5. Assist with placement of orders, refunds, or exchanges. 6. Advise on company information. 7. Take payment information and other pertinent information such as addresses and phone numbers. 8. Place or cancel orders. 9. Suggest solutions when a product malfunctions. 10. Handle product recalls. 11. Inform customer of deals and promotions. 12. Utilize computer technology to handle high call volumes. 13. Work with customer service manager to ensure proper customer service is being delivered. 14. Follow communication procedures, guidelines and policies 15. Close out or open call records. 16. Compile reports on overall customer

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satisfaction.

17. Read from scripts.

REQUIREMENTS

1. Proven customer support experience or experience as a client service representative
2. Strong phone contact handling skills and active listening
3. Familiarity with ticketing systems and practices. Zendesk knowledge is an advantage.
4. Customer orientation and ability to adapt/respond to different types of characters
5. Excellent communication and presentation skills
6. Ability to multi-task, prioritize, and manage time effectively
7. High school degree
8. Candidate must speak and write perfect English

Candidate should be willing to work based on American Standard Eastern Time zone. This is not a remote position. Salary is paid in Fresh US Dollars.