

DAR BPO

<https://darbpo.com/job/customer-service-representative/>

Customer Service Representative

Description

We are seeking a highly motivated and skilled customer service representative to join our team at DAR BPO. The ideal candidate will be responsible for handling customer inquiries, resolving issues, and maintaining a high level of customer satisfaction. The successful candidate will also be responsible for maintaining accurate records, providing timely responses, and meeting performance metrics.

Skills

- Excellent communication skills, both verbal and written
- Strong problem-solving skills
- Ability to multitask and prioritize in a fast-paced environment
- Strong customer service orientation and ability to build rapport with customers
- Attention to detail and accuracy in data entry and record keeping
- Ability to work independently and as part of a team
- Familiarity with customer service software and tools
- Flexibility and adaptability to changes in workflow and procedures

Qualifications

- Proven work experience as a customer service representative
- Ability to handle a high volume of customer inquiries
- Strong knowledge of customer service principles and practices
- Familiarity with CRM systems and practices
- Experience in a call center or BPO environment is preferred

Education

- High school diploma or equivalent required
- Associates or Bachelor's degree in a related field preferred but not required

Number of Positions Available

10

Employment Type

Full-time

Beginning of employment

Immediate

Industry

Information Technology

Job Location

DAR BPO, Citi Housing Jhelum, Punjab, Pakistan

Working Hours

8:00 pm to 5:00 am PKT Monday to Saturday

Base Salary

(PKR) 45,000 - (PKR) 75,000

Date posted

April 20, 2023

apply now