

# Customer Service Agent

Location: Navan, Co. Meath

## Role Purpose:

The Customer Service Agent is our front line of support for our clients. You will be responsible for providing information, answering queries, responding to complaints and escalating them as necessary to relevant depts. Ultimately you will be helping to ensure our clients are satisfied with our products, services and features.

## Responsibilities & Accountabilities:

- Provide a friendly and professional welcome to all customers and visitors, presenting a positive impression of yourself and the organization
- Respond to customer inquiries and provide information about a full range of products and services
- Ensure that every customer service enquiry is dealt with through the appropriate SLA and KPIS are met
- Ensure that incoming telephone calls are answered in a professional and timely manner
- Effective Handling and accountability of the respective duties assigned
- Manage and protect customer information, including sensitive financial information in accordance with relevant legislation
- Follow Company Complaints Procedure where relevant
- Work as part of a team to ensure the smooth operation of the dept
- Meet the training and development requirements of the role

## Skills:

- Good Literary, numeracy and verbal communication skills
- IT Literate with a good understanding of Outlook and Excel
- Previous Customer Service Experience
- A positive individual with a "can do" attitude
- A good communicator, who has the ability to listen and express themselves clearly.

Apply by email, mentioning the job title to: [careers@ecomm365.com](mailto:careers@ecomm365.com)