

Work From Home Automotive Support

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Phone :

Web :

Job Summary

Vacancy :

Deadline : Apr 01, 2024

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Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :



Job Description

We design, build and deliver end-to-end CX for many of the world's most respected digital-born and vertical leading brands. Our comprehensive east-to-west global footprint in 31 countries across five continents, with 60,000+ people and 60 languages, means we can deliver flexible solutions that harness our unique expertise in cultural nuance – essential for true excellence in CX. We have deep domain expertise in tech-augmented front-to-back-office CX. Plus Digital Consumer Engagement, CX Consulting, and an innovative suite of Proprietary Digital Solutions for industry verticals. We are a Global Leader in Content Services, Trust & Safety. The real 'Major difference' lies in our culture of entrepreneurship. We are relentless, resourceful, resilient and agile – all pulling together as One Team. It's the only way to deliver the total reliability and digital transformation necessary in our constantly changing world.

Position Summary:

Perform accurate and efficient front-line contact center functions for automotive customers. Our client is a leading global automaker and mobility provider that offers clean, connected, affordable and safe mobility solutions.

Overall Responsibilities:

- Ensure service delivered to customers meets contractual Key Performance Indicator ('KPIs')
- Clarify customer requirements; probe for understanding, use decision-support tools and resources to appropriately provide resolution to the customer
- Listen attentively to customer needs and concerns; demonstrate empathy while maximizing opportunity to build rapport with the customer
- Greet customers in a courteous, friendly, and professional manner using agreed upon procedure
- Maintain basic knowledge of client products and/or services
- Prepare complete and accurate work including appropriately notating accounts as required
- Participate in activities designed to improve customer satisfaction and business performance
- Offer additional products and/or services
- Track, document and retrieve information in call tracking database
- Respond to customer inquiries by referring them to published materials, secondary sources or more senior staff

Job Requirements:

- Minimum 18 years of age
- High School or secondary school diploma (or equivalent) required; College, University or post-secondary diploma (or equivalent) preferred
- At least 1 year of customer service experience; contact center experience preferred
- Positive attitude and a passion for customer care
- Patient and friendly with all types of customers
- Consistent level of professionalism and a conscientious nature
- Flexibility and adaptability to work in a fast-paced environment
- Prioritization skill to balance conflicting workload to satisfy customers under time pressure
- Strong written and verbal communication skills (good spelling, grammar; avoid slang and jargon)
- English Language proficiency
- Good telephone customer service etiquette
- Actively listens and asks probing questions to understand the customer's needs and determine the best course of action
- Excellent verbal communication skills, responding with appropriate feedback (avoid slang and jargon) - Ability to demonstrate empathy and understanding; diplomatic, polite and apologizes where necessary
- Computer literacy - competent in Microsoft Office/Google Suite, Internet Explorer, Edge and Google Chrome (required);
- Experience with cloud-based CRM and telephony tools (preferred)
- Typing speed: minimum of 35 words per minute
- Logical approach to problem resolution: gathers facts, takes corrective actions, escalates problems at the appropriate stage
- Flexible schedule availability
- Team player, working with the team to achieve objectives, friendly and approachable even when busy
- Personifies 'willingness to help'

The Company believes that all persons are entitled to equal employment opportunity and to be free from discrimination in employment because of age, ancestry, colour, race, citizenship, ethnic origin, place of origin, creed, disability, family status, marital status, gender, gender identity, gender expression, record of offenses, sex (including pregnancy and breast feeding), and sexual orientation, political affiliation, union membership and any other status protected by law ("protected grounds").

Equal employment opportunity will be extended to all persons in all aspects of the employment relationship, including recruitment, hiring, upgrading, training, promotion, transfer, discipline, layoff, recall and termination.

Additionally, we respect the sincerely held religious beliefs and practices of all employees and will endeavor to make a reasonable accommodation if those sincerely held religious beliefs or practices conflict with an employee's job unless the accommodation would impose an undue hardship on the operation of our business. Any employee who would like to request an accommodation should contact the Human Resources Department

Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of the Human Resources Department. We will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. To ensure our workplace is free of artificial barriers, violation of this policy will lead to disciplinary action, up to and including termination of employment for cause.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
