

Call Center Agents Spanish Language

KREDITECH CUSTOMER SERVICE CENTER



Ideal candidate

Your Profile:

You have basic experience in a call center

You have a high degree of customer orientation and communication skills, able to keep up pleasant communication with the customer at all times with a good sense of humor;

You are empathetic and can solve problems flexibly

You have an affinity for numbers and a good attention to detail

You are self-motivated and get along well with your team

You speak and write Spanish fluently and clearly, and English would be a plus;

If you meet the requirements please feel free to send you cv at: jobs.romania@kreditech.com

Job description

You will work for Kreditech Customer Service Center in Bucharest to provide support by phone and online to our customers from Spain.

Your Tasks:

- Your mission is to retain customers by providing excellent and personalized customer service. You'll solve their issues and clarify their doubts in an effective, complete and polite way so that they will not feel the need to contact our customer service again for the same issue or doubt.
- Attend Inbound calls: greet customers politely, listen to them carefully, check customer application in the internal software, analyze their issues, and give them a clear and effective solution.
- Check missing calls with Zendesk and reach out to customers who were not able to get through
- Conduct follow-up phone calls to customers who have unsolved questions or issues
- Answer incoming emails: read the customers' messages carefully, check their application in the internal software, and provide them with a complete, clear response
- Report any unusual events or bugs in the webpage/system to your manager
- Maintain a high level of knowledge about the product and procedures with which the customers are involved through ongoing training and research
- Maintain contact with the Payments department for operational procedures

Company description

The Kreditech Group's subsidiaries operate in 9 countries. Deploying the technology, they offer products from risk based loans and microloans developing to more complex financial services to consumers such as prepaid credit cards. Founded in 2012 by Sebastian Diemer (CEO) and Alexander Graubner-Müller (CTO) the Kreditech Group has a revenue run rate of 40m USD and a team of 220+ passionate employees from 40 nations working on the algo-banking of the future.