

Call Centre Agent

The key duties and responsibilities of the role include (but are not limited to):

- Reporting to the Call Centre Team Lead
- Perform inbound and outbound calls
- Managing and resolve customer complaints and enquiries
- Identify and escalate issues to supervisors
- Work with internal departments to resolve customer issues
- Provide product and service information to customers
- Document all call information according to standard operating procedures (call logs & reports)
- Recognize, document, and alert the respective team of trends in customer calls
- Follow up customer calls and emails where necessary
- Other duties as assigned