



START YOUR CAREER IN OUR TEAM

Russian and English Speaking Customer Service Representative

We are looking for **Russian and English Speaking Customer Service Representative** for **Premium IT products** for our growing team in Tbilisi. In this position, you take on the following tasks:

Overall Responsibilities:

- Listen and respond to customers' needs, concerns, requests and complaints
- Provide information about products and services
- Record details of customer contacts and actions taken by accurately log all interactions via program specific contact management systems
- Handling the customer technical inquiries and driving the call to resolution by troubleshooting the problems. This includes hardware, software, networking and interactions with the host computer OS and applications
- Research answers or solutions as needed
- Creating and maintaining a positive and professional relationship to the customer
- Refer customers to supervisors, managers, or others in case of escalation

Requirements

- High school diploma or equivalent
- Experience in customer service face-to-face or through other channels beneficial
- Proficient in Russian and English languages
- Basic IT knowledge (questions around PC handling, Internet handling, commonly used IT products, etc.)
- Familiarity with iOS and/or MacOS, or comparable technology, is preferred
- Excellent skills in handling customer issues with empathy and communicate in a friendly tone
- Ability to drive for solutions according to customer needs
- Talent to listen to and understand the customer and to act accordingly
- Extended computer user skills including strong keyboarding skills
- Experience with client products, or computer based personal content management applications that are similar to client offerings
- Initial experience with troubleshooting technical problems with personal computers and peripheral equipment

We offer you:

- Gross salary of GEL **1400** plus performance bonus
 - Progression to next level after completion of 6 months' probation
 - Personal and professional development
 - Positive working atmosphere in a motivated team
 - Internal activities and Corporate events
 - Night Shift transportation
 - Health insurance for employees and family members
 - Best career opportunities in an international company
-

About us: Majorel came into being in January 2019 when Bertelsmann and Saham joined hands to create one of the world's leading customer engagement businesses, with revenues of c. €1.2 billion. Majorel brings together Arvato CRM Solutions, Phone Group, Ecco Outsourcing and Pioneers. Majorel is a global company with over 48,000 employees in 28 countries.

More information about Majorel can be found here: <https://www.majorel.com/>

If you think you meet the requirements please send your CV and letter of motivation in English language to jobs.tbilisi@majorel.biz including **27.09.2019**. Please indicate position you are applying to in subject field.

PLEASE NOTE: By submitting your application you agree that it will be kept in our database for a period of 6 months.



**Driven to
go further**


majorel