

# United Arab Emirates Jobs Expertini®

## Multichannel account Customer Service Representative

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Company: Concentrix

Location: dubai

Category: other-general

About the job Customer Service Representatives must provide detailed information on customers' bank statement, calculate interests, purchases, withdraws, withheld and deferred payments, monthly transactions, late fees, general credit card information (no sales). Voice is the supported channel. Responsibilities Communicate with customers via phone and chats Provide knowledgeable answers to questions about the service. Listen attentively to customer needs and concerns; demonstrate empathy while maximizing opportunity to build rapport with the customer. Prepare complete and accurate work including appropriately notating accounts as required. Qualifications High school diploma Advanced English level/ B2 What do we offer ?AM OR PM SCHEDULES \$4.86 Hourly \$30 for cafeteria Transportation Gym for free #J-18808-Ljbffr

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