

Contact Center Specialist (English Speaker) - Tiranë

TRAININGS
RECRUITMENTS
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eppc

EPPC Albania, on behalf of its client *a BIG International company which provides customer care, sales, technical support and collections services*, is currently recruiting **Contact Center Specialist (English Speaker)**

Essential Responsibilities:

- Customer support through multi-channel services (telephone, e-mail, chat, web, social media);
- Customer call management for information, clarifications or complaint management;
- Continuous training on procedures, products and services provided.

Requirements for this position are:

- High School Diploma or equivalent
- **Excellent command of English language;**
- Knowledge of other foreign languages (*optional*)
- Good knowledge of PC usage (*intermediate level*)
- Excellent interpersonal, communicative and expositive skills;
- **Availability to work on shifts.**

What the company offers:

- International context and dynamic work environment;
- Starting short term contract followed by a permanent contract;
- Flexible schedules on shifts;
- Attention to people's needs (work-life balance);
- Growth opportunities within the company;
- Continuous training and individual recognition;
- Corporate events.

How to apply:

To apply for this opportunity, please fill your application at:

<https://transcomalbania.recruitee.com/o/english-speaker-contact-center-specialist-digital-channel-managementbackoffice-tirane>

You will be contacted only if your CV will be qualified .