

TNT provides Business and Consumers Worldwide with an extensive range of services for their express delivery needs. TNT serves more than 200 countries and employees over 58.000 people.

We are seeking to recruit:

Customer Service Representative (code: CSR04/2016)
(Head Office - Markopoulo Attiki)

Purpose of Role:

To provide excellent accessibility and first call resolution to customers, and to maximize available revenue opportunities for the business whilst providing an exceptional customer experience.

Main Responsibilities:

- To differentiate TNT's service offering by providing customers with friendly and professional multi-channel communication during every inbound transaction and enquiry and to provide the customers with accurate information based in their needs.
- To identify and act on selling opportunities to retain revenue, whilst providing suitable solutions to customers' requirements.
- To deal with booking exceptions and/or with cross-location booking calls/e-mails in a productive and high quality manner.
- To ensure transactional information and system entries are completed in an accurate, complete and timely manner

The successful candidate must have the following qualifications:

- Very good knowledge of English language
- **PC skills:** demonstrates familiarity with use of PC equipment and software
- **Communication skills** – verbal and written: communicates effectively with customers and colleagues.
- **Selling skills:** ability to up-sell and convert enquiries.
- **Typing skills:** ability to type with speed and accuracy.
- Previous working experience in a customer service environment, including selling responsibilities, will be considered as an advantage.

The company offers competitive remuneration package, private insurance, and opportunities for advancement in a rapidly growing multinational environment

To apply for the position please visit TNT's official website by clicking on the following link:

<http://tntforms.applymycv.gr/main/careers.html>