



Customer Care agent

We are looking for a Customer Care agent to join our Customer Success team (Thessaloniki, Greece) and act as a liaison, provide product/services information, and resolve any emerging problems that our clients might face with accuracy and efficiency.

Our goal is to ensure excellent service standards and maintain high customer satisfaction.

Your responsibilities:

- Communicate on a daily basis with our customers and their clients
- Be able to provide solutions and answer potential questions through all new era and traditional channels (zopim live chat, phone, social media, e-mail)
- Have access to and become familiar with customer support software
- Provide training sessions to other team members and inform them about new product updates
- Handle complaints, collect data to define problems, provide appropriate solutions and alternatives within the time limits, and follow up to ensure resolution
- Collect customer feedback and forward it to the Product department
- Test the app on a regular basis in order to detect and help fix possible bugs
- Follow communication procedures, guidelines and policies
- Communicate and liaise with all other Company departments

Requirements:

- BSc degree
- Proven customer service experience
- Excellent oral, written, and interpersonal communication skills
- Proficiency in computer skills and ability to quickly learn and navigate various customer management platforms
- Customer orientation and ability to adapt/respond to different types of characters showing proper levels of empathy towards customers
- Ability to multi-task, problem solve, organize, and prioritize solutions for customers in cooperation with the Development department
- Fluency in Greek, English, and Spanish
- Enjoy a multilingual, fast-paced working environment
- Willingness to work in rotational shifts in order to offer 24/7 support to customers
- Familiarity with CRM systems, practices, and B2B businesses (preferred)

What we offer:

- Satisfactory salary (taking into consideration the rotational shiftwork)
- €100 lunch vouchers

- Professional development and advancement opportunities
- Working with other talented people in a friendly, creative environment
- Quality equipment desktop or laptop

To apply for this position, please send your cover letter and resume to jobs@booknbloom.com mentioning "Customer Care agent" in the subject line.

About Book'n'Bloom:

- Book'n'Bloom is a smart business tool for micro-small businesses allowing them to operate Social & Mobile. Our app is totally integrated into the shop-owner's Facebook Page allowing their clients to book online 24/7 and get rewarded for it. Also, we have developed a mobile app that provides shop owners with all necessary tools to manage their business on-the-go: schedule appointments, get instant notifications, and view their schedule with just a few taps.
- Book'n'Bloom is about helping millions of small and great local businesses transit from pen & paper to how business is done in 2016.
- We are a fast growing start-up that already has 19 people working at our offices in Greece, Spain, and Colombia. Join us!