

Job Description

OFFER CODE: JO 79/CBT_PT_CC_1/CC1/Danish-Speaker/Greece	STARTING DATE: going on process
ROLE: Technical Support – Customer Service - Danish	
COUNTRY: Greece	LOCALITY: Athens
VACANCIES: 10	
JOB POSITION: Agent Level	
Business Unit: Symantec	

1. Scope

- To ensure client satisfaction by offering specialized advice
- To actively listen and pay attention to client issues
- To resolve client queries and problems according to the TP values

2. Required Skills/Experience

Educational level: **High School diploma or equivalent**

Specializations:

Technical accreditations and specializations: **with experience at least 1 year in similar position (technical support & customer service)**

Minimum years of experience:

Languages and language level: **Fluent English; Native Danish**

3. Other Requirements

Technical Skills:

- Advanced Knowledge of PC (Hardware, Software, Internet)
- Advanced knowledge on Ms Office
- Typing Speed : 17 words/minute
- Use of production tools
- Use of Internet
- Client's Logging System

Soft Skills:

- Language skills
-Fluency in English
- Active Listening
- Handling Difficult Calls
- Inbound Phone Statistics
- Systems & Technology Use
- Technical Support
- Good Problem Solving Skills
- Strong troubleshooting skills
- Knowledge of tools used for troubleshooting

Commitment

- Have a commitment to company's values and regulations
- Attendance and punctuality
- Commitment to Quality
- Generate customer loyalty while supporting the services through a strong customer focus and promoting a commitment to

excellence.

- Through telephone contact, be the name and face representing
- Advise customers and respond to customer inquiries.
- Use communication and analytical skills to provide mutually beneficial problem resolution.

4. Responsibilities

- To respond and record consumer enquiries/questions raised through free phone lines for customers.
- To maintain accurate data input of consumer enquiries, questions and feedback on the customer services database.
- To ensure client complaints are dealt with and logged in line with the company's complaints escalation policy.
- To provide a high level of customer service to clients at all times.
- To ensure all support calls and (when applicable) emails are answered and resolved within the agreed SLAs and logged appropriately.
- To work effectively as part of a team, developing effective and supportive relationships with colleagues.
- To troubleshoot through the use of open questions, support documents and system training.
- To have a sound knowledge of all products and services, understanding their use and functionality.
- To be able to offer recommendations to common problems or frequently asked questions.

5. Contract

Job Type Contract:	Gross Salary:	Other Benefits:	Date:
<p>Fixed term contract</p> <p>Working hours is 8 hours per day/5days per week</p> <p>Working hours based on client's needs , mainly Monday – Sunday: 08:00 – 24:00</p>	<p>Salary : 1300€</p> <p>200€ in vouchers upon training completion</p> <p>300€ in voucher after 7 months successfully cooperation with the company (from their hiring date)</p>	<p>Travel Expenses: Paid by our client;</p> <p>Accommodation: Our client offer the first 15 days of stay in Hotel, during this time will have a company looking for accommodation according to your expectations.</p> <p>The company also offers Greek lessons, free Real Estate Agency fee & other Benefits.</p>	