**Job Description**

|  |  |
| --- | --- |
| **OFFER CODE:** JO CBT\_PT\_CC 1.1. ID 83 – Hebrew | **STARTING DATE: 03/08/2015** |
| **ROLE: Technical Support via Inbound Calls, Emails or Chatting in Hebrew** | |
| **COUNTRY: Greece** | **LOCALITY: Athens** |
| **VACANCIES: 4** | |
| **JOB POSITION:** Agent Level | |
| **Business Unit**: DELL | |

|  |  |  |  |
| --- | --- | --- | --- |
| 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 Client values. | | | |
| 1. Required Skills/Experience | | | |
| Educational level: **High School diploma or equivalent** | | | |
| Specializations: | | | |
| Technical accreditations and specializations: **with experience at least 3 months in similar position (technical support & customer service)** | | | |
| Minimum years of experience: | | | |
| Languages and language level: **Fluent Hebrew; Very Good knowledge of English** | | | |
| 1. | | | |
| 2. | | | |
| 3. | | | |
| 1. 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. | | | |
| 1. 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. | | | |
| 1. Contract | | | |
| **Job Type Contract:**  Fixed term contract  Working hours is 8 hours per day/5days per week  Working hours based on client’s needs , mainly Monday – Friday: 09:00 – 21:00 | **Gross Salary:**  Gross Salary: €1100  Net Salary : €950  Monthly performance bonus 0-100€  150€ gross accommodation bonus  100€ in vouchers upon contact signature  300€ in voucher after 3 months successfully cooperation with the company  400€ in vouchers after 7months successfully cooperation with the company (from their hiring date) | **Other Benefits:**  Travel Expenses: Paid by our client;  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.  The company also offers Greek lessons, free Real Estate Agency fee & other Benefits. | **Date:** |