**Job Description**

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| **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 |

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| 1. Scope
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| • 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
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| 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
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| 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.
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| 1. Responsibilities
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| • 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
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| **Job Type Contract:**Fixed term contractWorking 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 : €950Monthly performance bonus 0-100€ 150€ gross accommodation bonus 100€ in vouchers upon contact signature 300€ in voucher after 3 months successfully cooperation with the company400€ 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:** |