

## CUSTOMER SERVICE ADMIN REPRESENTATIVE

**Coreon Mobile Solutions Inc.** is looking for Client Support Admin Representative to manage customer queries and complaints. The CSAR will also be asked to process orders, modifications, and escalate complaints across a number of communication channels. To do well in this role you need to be able to remain calm when customers are frustrated and have experience working with computers savvy.

### **Responsibilities:**

- Provide excellent customer service in order to build and maintain strong relationship with customers.
- Ensure customer complaints are handled and resolved accurately and quickly.
- Develop and implement plans to improve operational effectiveness and efficiency.
- Deal directly with customers either by telephone, electronically or face to face
- Provide pricing and delivery information, technical support/assistance
- Set up new customer accounts.
- Organize workflow to meet customer timeframes
- Keep records of customer's interactions and transactions
- Prepare and deliver all customers requests such as orders, replacement or additional accessories
- Follow standard operating procedures.
- Communicate and coordinate with internal departments.

### **Requirement & Skills:**

- Candidates must be at least Senior High School Graduates.
- Preferably with experience in Customer Service International or local Account but not required.
- Knowledgeable in using MS applications.
- With good verbal and written communication skills.
- Willing to work full time onsite in Quezon City.