

WE ARE HIRING!



CUSTOMER SERVICE COORDINATOR

For our office in Kumanovo, Compass Management International is seeking a detail oriented, communicative and professional Customer Service Coordinator.

Responsibilities:

- Answering inbound calls
- Basic Underwriting Requirements– Explaining to potential clients our minimum requirements
- Sales Liaison– Navigating potential clients to proper sales representatives
- Basic Title Status updates– Updating clients on status of title process
- UCC Questions– Assisting customers in basic UCC termination questions
- Transferring of Calls- Navigating clients to the proper department for assistance
- Conducting near end of contract calls for customer retention purposes
- Providing Credit Reference
- Liaison between Compass Entities for customer service purposes
- Assistance in any and all customer questions, comments, and concerns
- CRM Entry of prospects

Requirements:

- Excellent English communication skills.
- Strong organizational and multitasking abilities.
- Customer-focused with good problem-solving skills.
- Proficient in Microsoft Office and computer systems.
- Ability to work on-site in the second shift

We Offer:

- Full-time employment in a modern work environment
- Professional and personal growth opportunities
- Private health insurance

If interested, please send your CV in English. Only shortlisted candidates will be contacted.

When submitting your CV or any other document you explicitly consent that we may process your personal data contained therein for the purposes of the recruitment process.