

# WE ARE HIRING!

**Compass Management International** for the office in **Kumanovo** is looking for:

## **CUSTOMER SUPPORT REPRESENTATIVE**

### Responsibilities:

- Managing incoming calls and customer service inquiries.
- Assess client's issues and provide recommendations to fix problems.
- Handle customer complaints (failed transactions, activate/deactivate cards, issues with statements/payments), and provide appropriate solutions.
- Ensure each client is given the necessary service.
- Get in touch with all other departments in the company to achieve better communication and to provide quick solutions to the client's problems.
- Add override when the clients have reached their credit limit.
- Corresponding with customers and providing training in software.
- Manage customer's accounts.
- Keep records of customer interactions and transactions.
- Prepare and distribute customer fuel reports.
- Provide feedback on the efficiency of the customer service process.
- Add CFS payments daily according to the factoring report.
- Create new cards in the system and proceed them for printing.

### Requirements:

- Fluent in English
- Detail-oriented
- Able to work comfortably in a fast-paced environment.
- Able to work in shifts

### Candidate personal qualities:

- Good personal organization and time priority management
- Team player that is motivated by the opportunity for advancement
- Well organized and driven to deliver excellent customer service
- Presentation and good communication skills

### We offer you:

- Professional and personal growth and accomplishment
- Modern working environment
- Full – time employment
- Full job training will be provided
- Private health insurance

If you are interested in this position, please send us your CV in English.  
Only short listed candidates will be contacted.

With 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.

