

Spanish or Portuguese Customer Service Representative – Fully Remote Upon Training Completion

The Customer Service Representative (CSR) will be responsible for providing support for a wide range of services. As the first point of contact, the CSR will represent the brand by delivering a low-effort experience and driving a complete resolution of the customer's needs. The CSR will support customers, partners, and employees through a variety of channels, such as phone, email, and chat. Complex and out-of-scope work will be passed quickly to the next level of support.

DUTIES AND RESPONSIBILITIES

- Handling and driving the resolution of the inbound requests coming through different channels (phone, chat, email, and web) and on different platforms.
- Analyzing the problem and providing resolution by investigating potential solutions using troubleshooting skills and all available resources. When needed, handing over the case to different internal teams.
- Training, educating, and guiding the customer on all supported applications as per the customer's requirements.
- Preparing the needed documentation.
- Collaborating with internal and external stakeholders and organizations.
- Delivering any other tasks assigned by the direct leader or manager.

QUALIFICATIONS AND REQUIREMENTS

Education:

- A university degree will be a plus.

Skills:

- Computer savvy and confident in their ability to make full use of the Internet.
- Strong listening skills to ensure a detailed understanding of the support request and remaining calm in stressful situations.
- Strategic thinking, being decisive, identifying the root cause, and looking beyond the initial symptoms.



- Focused on the outcome, ensuring a satisfactory resolution for the customer.
- Understands customer and business needs and learns quickly and eagerly.
- Is self-assured, self-motivated, and inspires others to succeed.
- They are proactive and open to sharing information, and they are always looking for what is best for the customer.
- Outstanding problem-solving abilities.
- Empathy and related soft skills for establishing customer rapport.
- Must be fluent in English and Portuguese.

WHAT WE OFFER

- **Comprehensive Benefits:** Enjoy a robust benefits package including private insurance.
- **Job Security:** Benefit from an indefinite contract.
- **Inclusive Environment:** Thrive in a diverse and inclusive work environment.
- **Career Growth:** Access equal opportunities for career advancement.
- **Continuous Learning:** Gain access to multiple Cisco courses and training materials + Soft/Hard Skills training from Estarta Experts (about one month).
- **Employment Status:** Full-time.
- **Fixed Salary:** 1.200 gross/per month.
- **Working Hours for Full Time:** AMER Region (15:00 - 23:00).