

Virtual Assistant (night shift)



Seller Info

Name: cel neyra
First Name: cel
Last Name: neyra
Cell Phone: +942 (076) 877-3
Address Line 1: Philippines
Address Line 2: National Capital Region-NCR
Street: Unit 201 Frabelle Bldg
Madrigal Business Park Alab

Listing details

Common

Title: Virtual Assistant (night shift)
Job Type: Full-Time
Description:

Job Description

Main Job Tasks and Responsibilities
Answer calls and responds to emails
handle customer inquiries both telephonically and by email
research required information using available resources]
provide customers with products and service information
enter new customer information into system
update existing customer information
process orders, forms, and applications
identify and escalate priority issues
follow up customers calls where necessary
document all call information according to standard operating procedures
complete call logs
produce call report
knowledge in SEO or Social Media is a plus

Qualification

Educational Experience
College Graduate
proficient in relevant computer application
required language proficiency
knowledge of customer service principles and practices
knowledge of call center telephony and technology

some experience in call center or customer service environment
good Data entry and Typing Skills
knowledge of administration and clerical processes
Key Competencies
Verbal and Written communication Skills
Listening Skills
problem analysis and problem solving
customer service orientation
Highest Education Attainment:
College Graduate

Additional information

Company: Optimize X
Contact Person: Cel Neyra
Cell Phone: +63 (942) 076-9773
Email: hrdadmin@optimizex.com

Location

Account address on the maps: No
Address Line 1: Philippines
Address Line 2: National Capital Region-NCR
Address Line 3: Muntinlupa