

Accenture

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| Job Title: | Customer Service Representative |
| Job Description: | Respond to customer inquiries through different channels, provide problem resolution in accordance with the Organization's service standards. Receives and/or places telephone calls which are predominantly routine, but may require deviation from standard screens, scripts, and procedures. Answer customer telephone inquiries, orders, service needs and complaints, respond where applicable or direct to relevant team. Keep up to date on our Citrix products and services. Analyze customer service needs for communication to different teams. Requires ability to navigate a computerized data entry system or other relevant applications. |
| Specific responsibilities: | <ul style="list-style-type: none">- Handles inbound customer inquiries via phone and email while adhering to established Service Level Agreements and critical metrics.- Responsible for case management while complying to established Quality Assurance guidelines.- Determines root cause and provides resolution for customer issues.- Able to resolve customer inquiries with minimal to moderate guidance.- Contributes to knowledge management system in the form of updating or crafting policies and procedures.- Work optimally in a team environment and collaborate cross-functionally.- Analyze information and evaluate results to resolve client problems.- |
| What skills will the intern learn: | <ul style="list-style-type: none">- learn about new technologies, are passionate about customer service and eager to lead a collaborative team? Then we'd love to speak with you! |

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| Qualifications: | <ul style="list-style-type: none"> - University Education or 1-2 years of customer service experience in a call center or fast-paced environment. - In depth knowledge of Microsoft Windows and Office suites, various operating systems and networking, along with a strong technical aptitude. - Experience with CRM system. - Advanced English verbal and written communication skills (B2+) as well as excellent listening skills. Advanced Portuguese proficiency. - Disposition to work flexible schedules. - Excellent customer service skills and able to interact with customers in a professional manner; able to discuss product specifications to a non-technical audience. - Excellent interpersonal skills with the ability to prioritize, coordinate, and complete tasks. |
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