**Customer Service Agent**

**Salary**

Php 20,000 - 25000 Month

**Job Type**

**REGULAR** & **PARTIME**

**Job Description**

Customer Service Agent Representatives will receive inbound calls from current costumer plan for vacation or unwind responding to inquiries regarding benefit and eligibility information and prescription status. Representatives may also make outbound calls to members regarding prescription issues. Good Communications Skills, Innovative, Dynamic, Fast Pace and Collaborative, these are just some of the words that our employees use to describe us but hey - don’t just take it from us - become a part of Company today and experience our Culture of Constant Connection! we are excited to be hiring Customer Service Representatives.

**Responsibilities**

The duties and responsibilities of a Customer Service Agent include managing incoming calls and customer service inquiries, generating sales leads that develop into new customers, and identifying and assessing customer needs to achieve satisfaction.

In addition to responsibilities that are unique to our company, the following are some of the more common responsibilities for customer service agent:

* Listen to customers’ concerns, issues and questions
* Resolve customers’ concerns and answer customers’ questions to your best ability
* Maintain a positive attitude and calmly respond to customers’ complaints
* Attract customers by promoting the product and company positively, answering questions and addressing concerns as they arise
* Recommend possible products to meet the customers’ needs
* Refer issues and questions to managers if necessary
* Prepare product and customer reports by gathering data collected during customer interactions

**Skills and Qualifications**

Some of the key skills for a customer service representative are:

* At least College or Undergraduate
* Personable and attentive
* English(Required) and Filipino
* Costumer Service Agent At least 1year Experienced
* Strong interpersonal skills
* Strong verbal communicator
* Familiar with the software used to connect with customers and gather their information
* Knowledge of applicable products and markets
* Listen to customers’ concerns, issues and questions

**Benefits**

* Opportunities for Promotion
* Paid Training and Exams
* (SSS)Social Security System
* Philhealth
* Pag-ibig

###### Supplemental pay types

* Overtime Pay
* Incentives

**Schedule**

* 8 Hours
* Dayshift or Nightshift

**Location**

* Metro-Manila, Quezon City
* On-site only