

CAREER OPPORTUNITY

CUSTOMER EXPERIENCE REPRESENTATIVE

Customer Experience Representative

The Customer Experience Representative is required to execute and engage in effective listening to understand the reason for client and customer calls, answer their questions, treat and resolve their complaints, and troubleshoot their concerns and challenges with our products and services.

The incumbent addresses queries and complaints with the goal of mitigating recidivism and thereby increasing customer satisfaction. This is a shift-type position, where shift times can alter with due notice. All applicants must also be willing to work on weekends and public holidays.

Qualifications and Experience

- High school diploma or equivalent; a Bachelor's degree in a related field is an advantage.
- Minimum of 1-2 years of customer service experience.
- Excellent communication and interpersonal skills.
- Strong problem-solving abilities and attention to detail.
- Proficiency in customer service software and tools.
- Ability to handle high-pressure situations and resolve conflicts effectively.

Main Duties and Responsibilities

- Engages clients and customer by addressing inbound and outbound phone calls, responding via approved electronic communication tools to address their needs, complaints, or troubleshoot issues with Green Dot products and/or services.
- Provides solutions to enhance customer value.
- Upsells and/or make recommendations for Green Dot products and/or services that may better suit clients' and customers' needs.
- Engages with our business partners e.g. Service Visit Teams, in delivering and implementing customer end-point solutions.
- Resolve customer issues promptly and effectively, escalating complex issues to supervisors when necessary.
- Performs any other duties which are incidental or consequential to the above, as may be assigned by the Head of Department or an appointed Head of Department Representative.

All applications must be accompanied with résumés, additionally please state clearly the position for which you are applying. Submit to Green Dot Limited, 40 Bejucal Road, Cunupia via email to: **humanresources@greendotgroup.co**