

## Customer Care Administrator

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Company: Athena Resourcing Solutions

Location: Eaton Socon

Category: other-general

Job Title: Fluent Spanish Speaking Customer Care Administrator

Remote: The role will be remote based with 1 day per month in the office

This leading international company are looking for a Spanish speaking Customer Care Administrator. Fluent Spanish speaker is required to deliver the highest levels of service excellence and positively contribute to achieving the highest quality customer care. Serving the Spanish market the Spanish speaking Customer Care Administrator will provide expert customer support by building and developing customer relationships interpreting sometimes complex queries, initiating the appropriate action, and ensuring effective resolution of all requests.

Principle Customer Care Administrator Responsibilities include:

- \* Answer customer queries and process incoming customer requests via phone and email
- \* Process customer orders via various Non Voice channels (Quick Order, Web Order, Fax) using in-house software in line with company policies and service level agreements.
- \* Make outgoing phone calls to customers where appropriate in order to achieve a satisfactory resolution.

\* Proactively develop relationships where possible, building opportunities with both new and existing customers and ensuring high levels of customer retention at all times.

\* Ensure a proactive, flexible and positive approach at all times when handling customer requests.

Successful Spanish speaking Customer Care Administrator will need to be able to demonstrate:

\* Passionate about delivering excellent customer service

\* Must be fluent in both oral and written English and Spanish

\* Excellent communication skills with both internal & external customers

\* Able to build good relationships at all levels with a positive and flexible approach

\* Able to solve problems, have initiative, and open to continuous improvement and learning

The working environment is excellent with a truly supportive and team approach. Excellent working environment with break out areas and an industry leading benefits package. The company are rapidly expanding in Europe and enjoying significant growth in the Spanish market.

The role is Hybrid – home base with one day per month in the head office in Cambridgeshire

Hours covered 7am – 6 pm Monday to Friday on a rotational shift basis

Highly recommended to any Spanish speakers as an excellent position with an employer of choice.

Search criteria: Germany, German, Customer care, remote working, home based, flexible working, hybrid working.

Athena Resourcing Solutions is an employment agency and employment business. We are an equal opportunities employer and we welcome applications from candidates of all races, genders, ages, religions and beliefs, sexual orientations and people with disabilities. Due to the high volume of applications we receive we are very sorry but it is not always possible to respond to each applicant personally. Only those applicants who are short listed for the position can be contacted. If you have not heard from us within two days please assume that your application for this particular position has been unsuccessful.

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