CUSTOMER EXPERIENCE REPRESENTATIVE I

Applications are invited from interested and suitably qualified individuals for the position of **Customer Experience Representative, FortisTCI,** Providenciales, Turks and Caicos Islands.

Description

- To deliver exceptional service and meet productivity standards in order to provide quality customer service to internal and external customers in accordance with the Customer Service Charter and Service Standards.

Key Responsibilities:

- Display excellent customer service in a professional and consistent manner.
- Process service applications in accordance with Company policies and procedures.
- Communicate and coordinate with various Departments in order to ensure that customer connection standards are met and surpassed.
- Encourage the use of the Company's various customer solutions and platforms.
- Ensure integrity and accuracy of the Customer Information System.
- Attend to Call Center duties.
- Prepare journals and customer adjustments as required.
- Effectively utilize systems to ensure requests are completed in a timely manner.
- Communicate timely and appropriately with internal and external stakeholders.
- Keep up-to-date with changes within the Company and apply new knowledge to job.
- Assist with Credit Control and Billing duties as assigned.
- Any other duties as assigned.

Academic/Technical/Management: Experience and Qualifications:

- Two to three years customer service work experience.
- Associate's Degree in related field is preferred.

Abilities, Skills, Aptitude & Judgement:

- High level of direct customer contact requiring excellent oral communication skills.
- Honest and trustworthy.
- Friendly, pleasant and welcoming personality.
- Goal-oriented and self-motivated to apply needed initiative.
- Ability to work under pressure.
- Proficient with Microsoft Office.
- Excellent team building skills.
- Fluent in Spanish and/or French Creole would be an asset.
- Basic accounting knowledge would be an asset.

Salary commensurate with experience and qualifications