



DDC MLS is a part of the DDC Group, which employs thousands of employees located in 13 locations around the world. DDC Group provides its services in the global market with incomparable structure and consistency of its business.

DDC MLS currently has an opportunity for you!

## Customer Service Advisor- English Language (m/f)

### Main responsibilities:

- Handling inbound and outbound calls, email, chat from existing customers, dealing with any enquiries they may have, striving for a first contact resolution
- Responding to all enquiries in a professional, courteous and friendly manner
- Build rapport with the customer to provide a best-in-class customer service experience
- Maintaining customer information and records inline with the DPA and our Internal Information Management Security processes.
- Liaising with back-office departments and the client to achieve a positive outcome and experience for every customer
- Any other duties in line with business requirements

### Experience:

- Proven customer support/service industry or call centre experience (\*desirable)
- Experience in strong phone contact handling skills and active listening (\*desirable)
- Familiarity with CRM systems and contact centre technology (\*desirable)
- Customer orientation and ability to adapt/respond to different types of characters
- Experience In problem-solving, mediation and conflict resolution and complaint resolution techniques

### Knowledge and skills:

- Excellent customer care skills.
- Be a professional ambassador or both DOC MLS and our client
- Be clear and friendly on the telephone, actively listening and speaking confidently
- Good teamwork skills and the ability to work within a fast-paced environment unsupervised.
- The ability to work quickly and accurately under pressure.
- A professional attitude when dealing with customers.
- Flexible and adaptable.
- A genuine passion for helping others.
- Ability to work to targets.
- Be comfortable with computers & tech.
- Proven experience/evidence in understanding and interpreting written documents in English (minimum knowledge - 82 level)

Location: **Sarajevo/ Banja Luka**

If you are interested to join our team, we encourage you to share your background, interests and ambitions with us. All interested candidates can apply by sending CV on email: [posao@ddcce.ba](mailto:posao@ddcce.ba) (Sarajevo) or [posao@ddcce.ba](mailto:posao@ddcce.ba) (Banja Luka)