



## **BFCHRJ - 100 – Customer Service Agent | Customer Service| Bahrain**

### **About the role:**

The Customer Service Agent is responsible to provide outstanding service to customers by answering questions, handling complaints, and troubleshooting problems with our products and services.

### **Your Responsibilities:**

- Ensure all queries are logged accurately and in a timely manner and follow up is done daily for unresolved queries. Provide assistance and support for all corridors based on requirement.
- Ensure all queries are resolved in a timely and professional manner and escalating any complex or long outstanding issues to the Head of Corporate Business Development.
- Immediately escalating any CBB complaints to the Head of Corporate Business Development or General Manager and CEO, as required.
- Assist the BFC branches in investigating and resolving payment related queries.
- Closely liaising with other functions especially the Payments team to follow up on pending remittance cases.
- Making sales or recommendations for products or services that may better suit the customer.
- Identify ways of improving customer service and recommend them to Head of Corporate Business Development.
- Understanding and striving to meet or exceed call center metrics.
- Taking part in training and other learning opportunities to expand knowledge.
- Utilizing software, databases and tools appropriately.
- Adhering to all company policies and procedures.

### **About You**

- Bahraini national with Diploma or equivalent preferred
- Minimum 1 year's customer service experience within a service industry
- High standard of accuracy and attention to detail
- Exceptional customer service skills with good telephone etiquette
- Ability to effectively prioritize and execute tasks in a high-pressured environment
- Proven team player
- Must be multi-lingual with fluency in English and/or Arabic and knowledge of Hindi/Urdu is an advantage
- Flexible to work on shift schedules.