



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

### **About the role:**

The Customer Service Agent is responsible for ensuring smooth processing of the company's payments and investigating payment queries in an environment where thousands of transactions are processed each day.

### **Your Responsibilities:**

- Ensure payment queries are resolved in a timely manner and escalate any complex or long outstanding issues to the Customer Service Team Leader.
- Closely liaise with other functions especially the Payments team to follow up on pending remittance cases.
- Resolve customer queries and complaints ensuring the best-in-class customer service regarding customer queries.
- Assist the BFC branches in investigating and resolving payment related queries.
- Identify ways of improving customer service and recommend them to the Customer Service Team Leader
- Address all queries / complaints received within 1 hour and responding to the sender confirming query receipt.
- Ensure all queries received by telephone, mail and chat lines are handled in a professional manner.
- 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.
- Understand and strive to meet or exceed call center metrics.
- Take part in training and other learning opportunities to expand knowledge.
- Adhere to all company policies and procedures
- Immediately escalate complaints to the Customer Service Team Leader/Head of Corporate and Digital Business
- Make sales or recommendations for products or services that may better suit the customer
- Utilize software, databases, and tools appropriately

### **About You**

- Diploma or equivalent preferred
- Minimum 1 year's customer service experience within a service industry
- Flexible to work on shift schedules.