



Pontica Solutions

The voice of your business

Technical Support with French and English

Pontica Solutions is a Stevie® award winning BPO company that offers great opportunities for young professionals. We have managed to create a sustainable and people-oriented team and to concentrate our expertise in quality. Our client is the number one affiliate in Europe of the biggest e-commerce platform. They develop and sell software solutions for the e-commerce industry.

YOUR ROLE:

- Develop and maintain relationships with customers over chat;
- Provide customer support and ensure clients receive the highest level of customer service;
- Develop and execute an organized, efficient and structured working process;
- Building the basic Customer support tools such as templates, manuals, etc.
- Develop the FAQ section;
- Collaborate closely with the Software Developers to resolve customer issues;
- Execute weekly reporting, monthly review presentations and quality evaluation;
- Meet predetermined targets and represent the company in a professional manner.

REQUIRED SKILLS:

- Excellent knowledge of both French and English;
- Excellent computer literacy;
- A good software understanding; tech savvy;
- Excellent interpersonal skills and strong customer focus;
- Previous experience in client services/ BPO will be considered an advantage;
- Leadership potential would be considered a plus since the position could be evolve towards management.

WHAT WE OFFER:

- An attractive remuneration.
- Exclusive discounts & offers.
- Additional health insurance and other social benefits.
- Constant and extensive performance improvement programs.
- Great opportunities for career development.
- Excellent business environment and a friendly atmosphere.
- Open-minded management team promoting innovation, personal and professional development.
- Work with an amazing and diverse team from around the globe.
- Employee referral bonuses.
- Employment: Full-time, Monday-Friday (10:00-19:00)
- Employer: Pontica Solutions Ltd.

If you are interested send your CV and cover letter to work@ponticasolutions.com.