



Job Description – Customer Service Advisor (English & Arabic)

Work from your Home Sweet Home!

Many people are working at home now. Join the trend! With Concentrix, a global leader in customer experience management, you can deliver exceptional experiences for our clients' customers – all from the comfort of your own home!

How will you benefit from our Work at home Career?

With our Customer Service jobs from home, you'll benefit from:

- Flexible Schedules - Full and part time opportunities.
- Enhanced Work Life Balance.
- No Commute so you eliminate Meals/coffees/vehicle expenses—these costs all add up. Also the stress and time constraints of a daily commute.
- Peace of mind by eliminating any inclement weather.
- Relaxed dress Code (shoes are optional!).

About you...

You will be accountable to provide the highest standards of customer service through the provision of a telephone services to existing and potential customers.

- 0-4 years' customer service experience, preferably telephonic.
- A bilingual English and Arabic speaker (ability to write, listen and speak needed).
- Good communication and interpersonal skills.
- Over 18 years of age.
- Min. Education - High School or GED and above.
- Cheerful personality, always with a smile.
- Pleasant telephone etiquette and someone who loves to speak over the phone.
- Presentable with a positive, proactive and professional approach.
- Results driven, enthusiastic and dependable - someone who is eagerly looking to learn the tricks of the trade for their future.
- Open to work - 8 hours a day, 6 days a week (On Holidays / Friday & Saturdays) / in all shifts, as per department requirements & overtime (as necessary) and be ready to be molded for a suitable role internally, as time progresses.
- Can join immediately (preferably within 1-2 weeks on offer agreement).

What will you be doing?

As a Concentrix Work at home Customer Service Advisor, you will work with some of the world's best brands to support customers with billing inquiries, account or product questions, service orders, installation scheduling, troubleshooting and more – via phone, email, chat and social media. Calls are routed to your home office, but don't worry – we provide you with a paid training to get you started!

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Primary duties and Responsibilities

- Receiving in-bound calls from customers, prospects and non-customers while maintaining established standards for number of calls, pick-up time, duration of call and quality of call.
- Providing high quality customer service by answering customer enquiries efficiently and politely with correct and complete information and redirect them where appropriate.
- Identifying and maximizing selling and cross-selling opportunities.
- Identifying customer problems and offer appropriate solutions.
- Continuous learning to keep up-to-date with changes and developments to products, services, and procedures.
- Participating in Outbound calling programs and other projects and activities when required.
- Handling projects and tasks whenever required and asked by the management.
- Performing customer transactions accurately and in an efficient manner.
- Working with confidential customer information and treating it sensitively.

Whom will you work with?

- You would be supporting a large, diverse team of individuals like you with a variety of different work and management styles.
- You would report to a Customer Service Team Leader and work along with our client's customers.
- You will also work closely with team members from Quality, Training, Workforce Management, and the Operations team.

What do you bring to Concentrix?

Connections are everything here. We connect with our customers, our teammates and most importantly with you. And the ability to connect yourself is what you bring to the table... along with the following:

- Highly effective listening skills.
- Consumer-centric mindset to provide premium consumer service experience.
- Logical Problem solving, multi-tasking and time management skills.
- Independent, Disciplined and Focused personality.
- Self- Motivated and flexible to offer support without direct supervision.
- Ability to cope and manage varying workloads and pressures.
- Competently can use Information Technology – Phone, Mobile, MS Office, Internet & Email.
- A quiet, private place in your home where you can work without background noise (trust us, you'll appreciate the quiet)

How will you be supported by us?

- We supply a computer and a headset at no cost to you and we also cover your monthly internet expenses.



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- You will be provided with paid training from the comfort of your home using the latest instructional technology.
- Our team members are always connected, from virtual training to career development and on-the-job coaching you are always connected and are a part of a virtual community.

How will you be benefited if you work with us?

- Paid Training period.
- Skill Progression, no experience necessary.
- Competitive Salary.
- Performance based pay.
- Standard UAE benefits.
- Medical Insurance.
- Individual rewards and team rewards.
- Professional support and coaching programs.
- Career Progression (many of our Leaders, Managers and Executives started from this position).
- A fun, casual work environment which is virtual.
- We're just one big family here, so pull up a seat and join in. You would be an employed team member with us, not an independent contractor. No need to worry...

Why work with us?

With 225K+ staff and over 600 clients, Concentrix is the second largest CX (Customer Experience) Solutions Company in the world. Our geographical footprint meets the needs of global clients. We are present across 40 countries and 6 continents, serving global customers in over 70 languages.

There has never been an exciting time for us! Together with talent, tool and capabilities, we are making strides in achieving our goal to be the greatest CX Solutions Company, creating exceptional customer experience; accelerate digital transformation. You would have a big role to play in our story of shared success. You will be at the forefront at the value we deliver to our clients. And while you do that, we will stay committed to seeing you prosper and grow with us.

At Concentrix, we put employees first and are fanatical about our staff. We are an employee-driven organization built through collaboration. We continuously strive to improve and therefore, we let our employees share their ideas and feedback.

Concentrix offers a fun and casual work environment, a diverse and inclusive culture, and an electric atmosphere for professional development.

Concentrix is committed to employing a diverse workforce. Qualified applicants will receive consideration without regard to race, color, religion, sex, national origin, age, sexual orientation, gender identity, gender expression, veteran status, or disability. For more information, visit www.concentrix.com.

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.