



<https://raptorph.com/job/call-center-agents-bacolod/>

## Call Center Agents – Bacolod Site

Raptor Philippines

### Description

We are currently hiring Call Center Agents to join our team. As a Call Center Agent, you will be responsible for providing exceptional customer service, handling inbound and outbound calls, and resolving customer inquiries and concerns. This role requires excellent communication skills, a friendly and professional demeanor, and the ability to multitask in a fast-paced environment.

**Industry**  
BPO

**Job Location**  
Bacolod

### Responsibilities

**Base Salary**  
15,000

- Answer incoming calls from customers and provide assistance with their inquiries or concerns.
- Make outbound calls to follow up on customer requests or provide updates on their accounts.
- Provide accurate and up-to-date information regarding products, services, and promotions.
- Address customer complaints and resolve issues in a professional and timely manner.
- Document all customer interactions and maintain accurate records in the customer database.
- Upsell and cross-sell products or services to maximize sales opportunities.
- Meet or exceed individual and team performance goals and targets.
- Collaborate with team members and other departments to ensure customer satisfaction.

### Qualifications

- High school diploma or equivalent.
- Strong customer service and problem-solving skills.
- Ability to handle high call volumes and work in a fast-paced environment.
- Basic computer skills and proficiency in using CRM software.
- Ability to work in shifts, including evenings, weekends, and holidays.
- Previous call center or customer service experience is a big plus.

### Job Benefits

- Competitive salary and performance-based incentives.
- Comprehensive training program to enhance your skills and knowledge.
- Supportive and inclusive work environment.
- Opportunities for career growth and advancement.
- Health insurance and other employee benefits.
- Fun and engaging company activities and events.

If you are passionate about delivering exceptional customer service, have excellent communication skills, and enjoy working in a team-oriented environment, we would love to hear from you. Join our team as a Call Center Agent and be part of our mission to provide outstanding customer support to our valued customers. Apply now and embark on an exciting career in customer service!

**Button**  
APPLY NOW