



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

## Call Center Agents

### 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.

### Responsibilities

- 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 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!

Raptor Philippines

### Employment Type

Full-time

### Industry

BPO

### Job Location

Makati City

### Base Salary

15,000

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