

CUSTOMER SUPPORT AGENT

A Digicel employee is responsive, agile and caring. We push boundaries and are uncomfortable being comfortable. We question norms and we put our ideas into action. We care about our customers and we show it. That's why 11 million customers worldwide including Bermuda choose and trust Digicel!

Digicel is seeking a self-motivated and customer focused individual for the position of **Customer Support Agent**. Reporting to the Customer Care Account Manager, the Customer Support Agent is responsible for providing second point of contact, first-class customer service and support to our new and existing customers in a timely, courteous and efficient manner.

Primary Responsibilities include (but are not limited to):

- Answer escalated customer enquiries via phone, email, fax or walk-in in a timely manner
- Deal with as many enquiries as possible at first point of pick-up and "own" the problem until fully resolved
- Be knowledgeable of all Digicel mobile & fibre products and services on offer and be able to explain these in a clear manner both verbally and in writing
- Be familiar with all billing systems and ledger listings in order to explain account enquiries to the customer
- Work very closely with Service Delivery Teams and Dispatchers
- Keep up to date with the developments within the wireless technology – service and products
- Flexibility and openness to perform additional and different duties as the business demands
- Be available to be on-call evenings until 8:00pm, weekends and Public Holidays

The successful candidate will possess the following qualifications, skills and experience:

- High School Diploma or equivalent
- Two year's prior experience in the customer service field
- Proficiency in written, verbal and interpersonal communication, combined with strong organizational and follow up skills
- Proficient computer skills
- Highly developed sense of integrity and commitment to customer satisfaction
- Ability to work with minimum supervision, completing a multitude of tasks within a tight timeframe.
- Ability to understand and explain technical concepts and to keep up-to-date with a constantly evolving technology
- Dynamic, enthusiastic, personable and outgoing personality
- Knowledge of the telecommunications industry would be an asset but not essential

Interested persons should apply with a cover letter and detailed resume via www.btc.bm, click on the Careers link.

Closing date: **September 6th, 2017**