SYKES is a global leader in providing outsourced customer management solutions and services. We serve mainly the leading Fortune 500 corporations. Worldwide we have over 40,000 employees, offices in 20 countries and over 80 contact centers.

I am SYKES. Are you?

www.sykes.com

**Job Title: Customer Support Representative**

**RESPONSIBILITIES AND END RESULTS**

- To respond to all customer enquires within given timescales, efficiently and effectively.
- To develop and maintain full technical knowledge of client products and services.
- To be able to recognise when a problem or query should be transferred to another department or a more senior member of staff.
- To deal with all correspondence as requested/required.
- Logging of all calls accurately and in line with procedure.
- Responsible for maintaining and updating all administration.
- To consult product manuals, to be able to advise customer of appropriate options / solutions.

**EXPERIENCE, KNOWLEDGE AND SKILLS REQUIRED**

- Proficient in Italian/Spanish/ French/ English/ Greek/ Portugeese/ Slovakian/ Croatian language
- Previous experience of or aptitude for Customer Service.
- Good organizational skills.
- A working knowledge of MS Word / Excel
- Excellent communication skills and the ability to remain calm in all situations.
- Ability to work on own initiative and under pressure in order to achieve deadlines.
- Ability to adapt to a continuously changing environment and procedures.

**WE OFFER:**

- The opportunity to work in a dynamic environment, in an ambitious and talented team
- Professional training, opportunities to develop your carrier and to grow in Sykes
- Friendly and multicultural work environment