

CUSTOMER SUPPORT OFFICER

Applications are invited from interested and suitably qualified individuals for the position of **Customer Support Officer**, FortisTCI, Providenciales.

Description

The incumbent will provide prompt and efficient service to all FortisTCI customers. They will control and process all customer payments from all mediums, maintain an efficient and accessible filing system for all Customer Service records, both physically and electronically and, assist with customer service administrative functions to ensure effective and efficient operations.

Main Duties & Responsibilities

PRIMARY

- Maintain and update customer information files, physically and electronically, by ensuring all pertinent data is saved in the customer's profile.
- Maintain customer service, reports, policies, procedures, forms and internal correspondence.
- Maintain all files in accordance to the Company's Data Retention Policy.
- Retrieve information from files in response to requests from authorized users.
- Prepare payment journals for customer payments from banks, third parties and kiosks.
- Prepare customer adjustments for processing.
- Assist with customer to refund process.
- Ensure that incoming phone calls are effectively manned in order to achieve the Company's call answer target.
- Ensure customer emails are responded to within Company's target response time and follow through where necessary.
- Record all customer reports in Calls Managers System and follow up accordingly.
- Ensure consistency of data entry in the CIS database as per the Company's Data Standards
- Liaise with Materials Management in order to provide the Department with all required office supplies.
- Assist customers in utilizing, electronic service options, including online banking, payment kiosks, texting, FTCI App and web portal.
- Assist customers via telephone, email or in person in a friendly and professional manner.
- Log and assist with the investigation of customer matters in accordance with Company Policy.
- Serve as back up to Customer Experience Representative as requested.
- Prepare Purchase requisitions as guided by authorized personnel.
- Assist with the preparation of monthly customer support reports as directed.
- Provide assistance to other areas of customer service as needed.
- Perform other duties as may be assigned.

CUSTOMER SUPPORT OFFICER

Academic/ Technical/ Management Experience and Qualifications:

- Must possess Associates Degree in business or related field.
- Microsoft Office, particularly Excel and AX Dynamics experience.
- 3 years' experience in customer service relations

Abilities, Skills, Experience, Aptitude & Judgement:

- Matured individual with sound educational background.
 - Fluent in Spanish and French Creole would be an asset.
 - Excellent team player with team building skills.
 - Excellent written and oral communication skills.
 - Ability to deliver to strict deadlines and to work under pressure.
 - Goal-oriented and self-motivated.
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- **Compensation is commensurate with experience and qualifications.**