



Customer Care & Service Ambassador

We are looking for a Customer Care & Service Ambassador to join our team and achieve the highest level of satisfaction for Clients with our products.

The successful candidate will be responsible for coordinating support and courtesy visits to our Customers. The ideal candidate should have excellent communication skills, be able to multitask and work well under pressure, and have a strong commitment to providing outstanding customer service and attention.

RESPONSABILITIES

- Respond to customer inquiries in a timely and professional manner.
- Visit our clients in order to follow up on their needs.
- Process, and resolve customer situations and are responsible for the proper implementation of the company's projects, under the strictest quality and service standards.
- Ensure that ongoing projects are carried out correctly, with quality, and within the established timeframe, cost-effectively for the company.
- Identifies and provides recommendations in configuration areas such as Boards, Calendars, Templates, etc.
- Resolve customer complaints in a timely and professional manner.
- Maintain customer records and update account information as needed.
- Identify customer needs and provide appropriate solutions.
- Process orders, forms, applications, and requests in a timely manner.
- Follow up with customers to ensure their satisfaction.
- Other tasks and projects as assigned that are essential to the position.

QUALIFICATIONS

- Academic Preparation: Associate or Bachelor degree.
- Knowledge in MS Office 365 (MS Excel, MS Word, MS Power Point).
- Knowledge in Electronic Medical Billing.
- Knowledge in the use of computers and other equipments
- Bilingual (English – Spanish).
- Valid Drivers License.

NeoDeck Holdings Corp. is an equal opportunity employer and encourages candidates from all backgrounds to apply.