

Turkey Jobs Expertini®

Customer Care - Intent Analyst (Italian&English)

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Company: Continuum Global Solutions

Location: İstanbul

Category: other-general

At Continuum Global Solutions, our vision is to be the leader in customer experience by connecting the right people with innovative solutions to deliver outstanding results. We will empower and support our employees to reach unimaginable heights while growing our business to make a global impact. Our can-do culture works together to make the ordinary exceptional.

Do you have a strong command of the Italian & English language? Are you one that **AIMS HIGHER. REACHES FARTHER** to achieve your targets? Can you **ACT BOLD.BE PASSIONATE** with a problem-solving mindset? Can you **BE ONE. HELP MANY** a way that provides a positive experience? Do you want to **BE DIFFERENT.BE YOUR OWN** **LEARN MORE.TAKE ACTION?**

We are hiring Customer Care, Intent Analyst (Italian/English) for our call center in Turkey who will listen to clippings of live US call intents from customers calling into an IVR system. These customers will need to be routed to the appropriate workflow to meet and resolve their needs which may involve payments, complaints, changes, and cancellations. This full-time position offers paid training, health benefits, opportunities for professional growth, and many more employer perks.

RESPONSIBILITIES:

Analyze voice clippings of live customers and routing to them to the appropriate workflow for

their intent

Enter data & caller queries/concerns by inputting alphabetic/ numeric information into interface/database accurately

Understand the operating workflows in areas such as payments, complaints, changes, & cancellations

Deliver on fast & accurate response times when analyzing customer intents and assigning to workflows

Achieve quality targets with respect to daily audits that meet service level agreements

Navigate through multiple computer applications with speed & accuracy

ADDITIONAL REQUIREMENTS:

Entry-level job with little or no prior relevant work experience, customer facing experience a preferred

Fluent in Italian & English – speak, read, write, & understand the language

Capable of working well under pressure and meeting strict deadlines

Strong attention to detail & exceptional level of accuracy

Customer focused personality & a desire to help people

High computer proficiency & overall technical knowledge

Willing to work for shifts including weekends, holidays, & US operating hours

Able to clear the client test/lessons in training

Must pass computer literacy & typing test

For male candidates who have completed their military service or postponed for at least 2 years

BENEFITS & PERKS:

Home office opportunity after learning the job

Pre-job training

Prime system

Private health insurance

Assurance of working in a corporate company

About Continuum Global Solutions, LLC

Continuum Global Solutions' services and call centers have been embraced by top companies worldwide. The company's Fortune-500 clients rely on its vast expertise in customer care management. Continuum Global Solutions leverages world class voice, chat, email, and social technologies. Continuum has more than 16,000 employees in major international markets and serves tier-1 clients across multiple industry verticals. More information can be found at www.continuumgbl.com.

Continuum is an Equal Opportunity Employer and considers applicants for all positions without regard to race, color, creed, religion, ancestry, national origin, age, gender identity, sex, marital status, sexual orientation, disability, military/veteran status, citizenship status, genetic information, or any other characteristic protected by applicable federal, state, or local laws. Applicants have rights under Federal Employment Laws Family and Medical Leave Act (FMLA); Equal Employment Opportunity (EEO); Employee Polygraph Protection Act (EPPA).

Continuum recruiting correspondence will always come from a talent acquisition representative with an official @continuumgbl e-mail address. In addition, our representatives will never ask for any form of payment from a candidate or new hire. Please report suspicious activity to Corporate.Security@continuumgbl.com.

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