Call Center Representative **Turkish Language (Females Only)** Job Description**:**

**Note: Work is done in three shifts.**

We are looking for a polite, professional Call Center Representative that will be the Key to delivering exceptional customer service to its current and potential clients. The successful candidate will be able to accept ownership for effectively solving customer issues, complaints and inquiries; keeping customer satisfaction at the core of every decision and behavior. The candidate needs to be customer-focused, detail oriented and efficient.

**Call Center Representative Responsibilities:**

* Manage large amounts of inbound and outbound calls in a timely manner.
* Follow communication “scripts” when handling different topics.
* Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives.
* Engaging in active listening with callers, confirming or clarifying information.
* Build sustainable relationships and engage customers by taking the extra mile.

**Call Center Representative Requirements:**

* Excellent knowledge of Turkish Language is mandatory(any additional language is a plus)
* High School Diploma or equivalent.
* Team oriented;
* Any Nationality is fine;