



## **Bilingual Customer Service Representative (English and Spanish)**

We are looking for an experienced bilingual customer service representative for our Camp Street Georgetown office. The ideal candidate must be fluent in English and Spanish.

### **Duties, Responsibilities, Knowledge, Skills, and Abilities:**

The following skills, dexterity, and knowledge will be an added advantage for a candidate vying for the post of customer service associate who needs strong bilingual skills:

- Offer outstanding customer service in a client-service environment.
- Interpret and analyze client inquiries swiftly to determine clients' needs.
- Satisfy clients' needs by adhering to laid-down procedures, policies, and practices.
- Find satisfactory solutions to customers' complaints.
- Provide ideas on methods of upgrading customer service to enhance productivity.
- Take an active part in activities that enhance client satisfaction and the accomplishment of business objectives.
- Demonstrate wide knowledge of the company's products and principles of customer service.
- Timely payment of utility bills monthly.
- Excellent report writing, filing, and communication skills are added advantages.
  
- A commendable display of skills in listening, expression, and interrelationships
- Must be given to details and be technically astute.
- Must be capable of functioning by themselves and utilize sound judgment.
- Ability to adjust quickly to changing situations and express determination to achieve incessant improvement and excellent customer service.

### **Qualification Requirements:**

- A high school diploma, GED or equivalent, or a higher qualification will be an advantage.
- Proven experience as a customer service representative, customer support representative, or similar
- Experience using both languages (English and Spanish) in a professional capacity is preferred.
- Exceptional verbal communication skills in both specified languages

- Computer literate.
- Ability to craft professional emails, letters, and reports
- Active listening skills and attention to details.
- Well-groomed and neat in appearance.
- Outstanding experience in client or customer service.
- Prior work experience in the Oil and Gas industry an added advantage.
- Proficient in the usage of the MS Office Suite, including Word, Outlook, and Excel packages.
- Proficiency in other software programs will be an added advantage.
- Strong typing abilities of more than 35 wpm will be an added advantage.
- Strong interpersonal skills, with the ability to relate to others with an open mind and understanding.
- Excellent team player, providing support to clients, customers, coworkers, and management.

### **Working Conditions:**

- This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, printers, filing cabinets, etc.
- Must have flexibility in working hours to achieve assigned responsibilities.

### **How to Apply**

Send your application and CV to [jobs@greenstateoilandgas.com](mailto:jobs@greenstateoilandgas.com). Only qualified candidates will be contacted.

### **Closing Date**

The last day for submission of application is the 29th of September, 2023

