

Customer Account Manager – Spanish and Portuguese Speaking –

Job description

The Customer Account Manager will provide both proactive communication and reactive service to software customers. He/she will manage many accounts and serve as the primary point of contact for all support and product-related issues. The Customer Account Manager will research accounts to provide the best possible service and liaison to other departments to find solutions.

Duties and responsibilities

Act as a point of contact for customer inquiries

- Meet assigned goals to include: researching information pertinent to accounts, developing action plans, engaging customers to “Fan” level
- Keep customer updated with timely and frequent information about progress towards resolving issue or product updates to improve the overall customer experience
- Interact with various internal teams (Support Renewals, Marketing, Support Delivery, Product Management, Educational and Professional Services) and educate customer
- Maintain and client database by reconciling and updating customer information in internal systems
- Take ownership of accounts assigned with minimal supervision
- Work as a team player
- Administrative tasks for assigned accounts and as directed by Manager
- Other relevant duties as assigned

Requirements

- English, Spanish and Portuguese – spoken on a professional level
- 1 year work-related experience in customer-relationships position or similar
- Proven ability to thrive and deliver results working independently
- Ability to multi-task and drive outstanding items to completion
- Ability to navigate multiple screens of internal tools
- Excellent communications skills, both verbal and written
- Strong focus on problem-solving and addressing issues proactively
- Energetic self-starter, with a drive to excel
- Customer care, Quality Assurance or IT (Problem-solving, analyzing information, multi-tasking) or any related field
- Working knowledge of Microsoft Excel and other MS Office applications

Training provided Full training will be provided by the Site trainer and product specialist manager

Any other benefits Tek IT Malta Ltd offers:

1. Free Health Insurance
2. Flexibility in work schedule
3. Friendly working environment
4. Social and team building activities organised

Number of Posts: 1
Contract Type: Indefinite

How will the interviews be held Via Skype and in English

Candidates are asked to send a short application letter and CV in English to eures.recruitment.jobsplus@gov.mt quoting the vacancy 325493 and title in the email. Send copy to eures.grupomixto@sepe.es

Deadline on **5th.November 2017**