

Greece Jobs Expertini®

Customer Service Representative

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Company: ALLIANZ HELLAS SINGLE MEMBER INSURANCE S

Location: Greece

Category: office-and-administrative-support

44470 | Customer Services & Claims | Entry Level | Non-Executive | Allianz Greece |

Full-Time | Permanent

Job Purpose

We are looking for a **Customer Service Representative** to join our Customer Care Center team. The position holder will be responsible for representing Allianz, delivering our service offer and contributing to building excellent customer experience. The role reports to the Customer Contact Center Supervisor.

What you will do

Handle incoming calls and answer to customer queries or redirect accordingly

Manage incoming email requests, categorize and digitize documents

Ensure recording and completion of customer requests within the specified timeframe, by providing prompt and quality service

Guide customers regarding processes, products or/and services (problem solving, customer navigation to company website etc.)

Collect customer data and /or update database where necessary

Implement customer retention activities

Resolve customer issues, manage complaints and update communication

Conduct customer satisfaction survey following service provision

What you bring

Certificate of Insurance Intermediaries

Degree in Management, Economics or other relevant field

Desired experience of at least 2 years in a relevant position

Excellent command of Greek and English language

Advanced PC literacy (especially MS Office)

Responsible and flexible personality with high interest in customer care

Experience with CRM software will be considered an asset

Customer orientation and ability to adapt to different kind of characters

Communication and cooperation skills, team spirit

What We Offer

Competitive salary and benefits package

Professional development and education

Health and wellbeing programs

Positive learning and growing environment

Allianz Group is one of the most trusted insurance and asset management companies in the world. Caring for our employees, their ambitions, dreams and challenges, is what makes us a unique employer. Together we can build an environment where everyone feels empowered and has the confidence to explore, to grow and to shape a better future for our customers and the world around us.

We at Allianz believe in a diverse and inclusive workforce and are proud to be an equal opportunity employer. We encourage you to bring your whole self to work, no matter where you are from, what you look like, who you love or what you believe in.

We therefore welcome applications regardless of ethnicity or cultural background, age, gender, nationality, religion, disability or sexual orientation. Join us. Let's care for tomorrow.

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