

Flames Group SIA, an international telecommunications provider opens a new position of **Customer Service Manager** in its Kiev office.

Flames Group - is the large operator of voice traffic and a leading manufacturer of VoIP-GSM gateways. Founded in 2005, Flames Group SIA has established itself as a reliable business partner providing cost-saving solutions and resolving business challenges of its customers all over the world. The headquarters is located in Riga, Latvia.

We are offering you an opportunity to face the challenging goal of conquering worldwide telecommunication markets and become a key member of our Customer Service Team. Your experience and professional skills will be utilized to implement the best practice rules that will form a WOW level of service for our customers.

Requirements:

- Three or more years of community service or client service experience;
- Two or more years of experience in Telco/IT Industry.
- Excellent customer service skills;
- Must be able to function well with pressure, make decisions quickly and manage confidential information;
- Demonstrated ability to supervise other people;
- Passion for professional development in Teclo industry;
- University Degree - technical is preferred
- Advanced level of English

Responsibilities:

- Monitoring quality of communications, supervising, guiding and directing staff providing customer services;
- Identify problem situations and assist in problem solving to strive for optimum outcomes;
- Handling incoming calls/correspondence;
- Consulting clients, knowledge working and training users;
- Processing customer requests;
- Resolving technical problems by collaborating with other departments;

- Other duties as assigned

Compensation package and work conditions:

- Competitive high salary depending on the interview results, paid in USD
- Work in the high tech company with highly qualified and goal-oriented people;
- paid vacation and sick leave;
- Good office location, 10 minutes from subway station;
- A lot of opportunities for professional growth.