

Help Desk Agent

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Company: Atelier Lumikha

Location: India

Category: office-and-administrative-support

Hello, Thanks for connecting.

My Company, Atelier Lumikha, serves up smart, streamlined back-office work that leverages offshore talent and proven technology. We do the work: simple or complex, so you're covered.

During the last decade, we've refined an approach to selective hiring and incremental improvement to build a culture of quality performance and employee well-being. Atelier Lumikha attracts great people who stay and get better and more efficient.

Lumikhans build and use technology that enhances productivity for virtual staff, support agents, web marketers, and program managers.

Dreaming of a Career Adventure? Join Our Travel Help Desk Team!

We are on the hunt for an enthusiastic and customer-centric Help Desk Agent to join our Dumaguete-based BPO team

Are you passionate about travel and making people's dreams come true? Look no further!

We are on the hunt for an enthusiastic and customer-centric Help Desk Agent to join our Dumaguete-based BPO team, serving our top-tier Australian client in the travel industry.

What's in It for You?

- Be part of a growing, dynamic, international team
- Enjoy competitive salary and benefits package
- Secure career advancement opportunities
- Immerse yourself in a fun and collaborative work environment

The Role

Your responsibilities will include:

Provide exceptional customer service via email, and chat, assisting clients with their travel inquiries

Troubleshoot and resolve client concerns in a timely and professional manner

Collaborate with team members and other departments to ensure the best possible customer experience

Continuously enhance your knowledge of the latest travel trends, destinations, and industry developments

Ideal Profile

Good English communication skills (both written and spoken) to effectively liaise with the stakeholders of the region

A genuine passion for travel, tourism, and customer service

Strong problem-solving and critical-thinking skills

Ability to multitask, prioritize, and work in a fast-paced environment

Flexibility to work on shifting schedules, weekends, and holidays

A positive attitude, team player mentality, and the ability to adapt to change

Flexible working hours and the option to work remotely

What's on Offer?

Opportunity within a company with a solid track record of performance

Leadership Role

Opportunity to make a positive impact

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