

### **Semi Senior Customer Support**

This position is an ideal working option for students and graduates of varied carriers who want to gain experience while working in a youth and dynamic environment.

As Leader of our Customer Support team, you will be in charge of coordinating and reviewing performance of its members. Your main responsibilities will be to provide continuous support to team members by Questions and Answers sessions and to process information in response to inquiries, concerns and requests that our customers have about our products.

Armed with deep knowledge of Fnbox products, customer service trends and individual client needs, you will be interacting with people from all over the world to help them with their difficulties, making their online experience more enjoyable.

### **Main Tasks and Responsibilities:**

- Interact directly with customers either by telephone (inbound and outbound) or by CRM (email)
- Handle, respond and solve customer's complains, inquiries and doubts
- Obtain and evaluate relevant information so as to manage inquiries and complaints
- Perform customer verifications
- Follow up and keep records of customer interactions and transactions
- Record details of inquiries, comments and complaints
- Coordinate customer support team, evaluate its performance
- Identify improvements in Questions and Answers sessions with team members
- Approve purchases orders

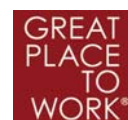
### **Requirements:**

- High school diploma; college education with a strong academic record is a most valued plus.
- Superior communication skills including ability to write, to speak and to listen in Spanish, English or Portuguese
- Proven ability to manage multiple tasks at a time while paying strict attention to detail
- Adaptability and ability to work in a fast-paced, constantly evolving team environment
- Action-oriented professional with strong bias to analyze and solve problems
- Being empathic, patient and having an attentive personality

### **About Fnbox Ventures Inc.**

Founded in 2002 by Rodrigo Teijeiro, Fnbox is a leading Latin-American holding enterprise focused on the creation and development of global and scalable Internet companies which offer a variety of inventive solutions for our customer's everyday problems. Supported by our American investors we continually work to build a world class company to become a powerhouse of technology and innovation in our region.

To know more about us and our companies, visit [www.fnbox.com](http://www.fnbox.com)





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