

Contact Center Agent

Banking sector

Location: Beirut

Major: degree in Business Administration, Marketing, or any related field

Experience: 0- 2 years of experience in Retail

Major Responsibilities:

- Support and provide personalized/superior service via phone, emails, faxes and social media as a receiver (Inbound) and caller (outbound).
- Maintain a high level of commitment to meet customer needs and inquiries at all times.
- Build customer’s interest in the services and products offered.
- Apply proper cross selling and upselling techniques.

Additional Requirements:

- Ability to attend Afternoon and overnight shifts including weekends & holidays
- Ability and flexibility to attend outside working hours in case of emergency or business need to cover overtime hours

How to Apply:

Kindly send your CV or contact the Career Services Center, E-mail:

career.services@balamand.edu.lb, Ext. 7801; 7802