

Job Title: Customer Care Representative
Location: Tranzaura HQ in Limerick City
Department: Customer Success
Reports to: COO



Job Summary:

We are seeking a dedicated **Customer Care Representative** to join our team. The ideal candidate will be the primary point of contact for our clients, providing exceptional support and ensuring seamless experience with our products and services. This role requires a proactive individual with excellent communication skills and a passion for customer satisfaction.

Key Responsibilities:

- Respond promptly to customer inquiries via phone, email, or chat, addressing questions, concerns, and issues related to our products and services.
- Identify and troubleshoot customer issues, providing effective solutions and escalating complex cases when necessary.
- Maintain a comprehensive understanding of Tranzaura's offerings to effectively assist customers and provide accurate information.
- Accurately document customer interactions, feedback, and resolutions in our CRM system to ensure consistent and high-quality service.
- Work closely with internal teams, including sales, product development, and technical support, to address customer needs and improve overall service delivery.
- Gather and relay customer feedback to relevant departments to contribute to continuous product and service improvements.

Qualifications:

- Second Level Education or equivalent; additional qualifications in customer service or related fields are a plus.
- Previous experience in a customer service role, preferably within the software or technology sector.
- Exceptional verbal and written communication abilities.
- Strong analytical skills with the ability to think critically and provide effective solutions.
- Comfortable using CRM systems and other customer management software.
- Ability to work collaboratively in a team-oriented environment.
- Capacity to handle a fast-paced environment and adapt to changing customer needs.

Benefits:

- Competitive salary and performance-based incentives.

- Comprehensive health and wellness programs.
- Opportunities for professional development and career advancement.
- A supportive and collaborative work environment.

