



About Lateam Partners

Lateam Partners is a premier recruitment agency specializing in hiring top **English-speaking** talent in **Latin America** for U.S.-based companies. We connect skilled professionals with dynamic opportunities, offering competitive salaries, career growth, and the chance to work with leading international businesses.

By joining Lateam Partners, you gain access to **exciting remote roles, a supportive work culture, and ongoing professional development**. We pride ourselves on matching top-tier talent with high-quality employers, ensuring a rewarding experience for both candidates and clients.

If you're looking to advance your career with **a stable, well-paid, and growth-oriented opportunity**, apply today and become part of our thriving network!

www.lateampartners.com

Job Title

Customer Service Representative

Location

Remote

Client

Undisclosed

Responsibilities

- Invoice Processing: Accurately process and manage client invoices, ensuring timely and correct billing.
- Order Management: Handle client order requests, including processing orders, confirming product availability, and coordinating with internal teams for fulfillment.
- Customer Support: Respond to customer inquiries and concerns promptly and professionally, providing solutions and support as needed.
- Issue Resolution: Identify and resolve issues related to orders, billing, and other customer-related matters, escalating when necessary.
- Client Communication: Maintain regular communication with clients, providing updates on order status, addressing concerns, and building strong relationships.
- Cross-Department Coordination: Collaborate with sales, finance, and logistics teams to ensure a seamless customer experience.

Qualification

- Proven experience in a customer service role, preferably in a B2B environment.
- Strong knowledge of invoice processing and order management.
- Excellent verbal and written communication skills.
- Proficiency with Microsoft Office Suite.
- Strong organizational skills and attention to detail.
- Ability to work independently and as part of a team.
- Problem-solving skills and the ability to handle difficult situations with poise.
- English C1

Apply to this position

<https://forms.monday.com/forms/6f43e441a98a43154090ba9322b9091d?r=use1>