



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

Job Summary

We are seeking a Call Center Representative who will serve as the liaison between our company and its current and potential customers. The successful candidate will be able to accept ownership for effectively solving customer issues, complaints, and inquiries; keeping customer satisfaction at the core of every decision and behavior. We are seeking a Call Center

Representative who will serve as the liaison between our company and its current and potential customers. The successful candidate will be able to accept ownership for effectively solving customer issues, complaints, and inquiries; keeping customer satisfaction at the core of every decision and behavior.

Responsibilities

- Manage large amounts of inbound calls, Emails, and Live Chats in a timely manner
- Follow communication scripts/FAQs when handling different topics
- Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives
- Seize opportunities to upsell products when they arise
- Build sustainable relationships and engage customers by taking the extra mile.
- Keep records of all conversations in our call center database (Zendesk) in a comprehensible way

Qualification

- Previous experience in a customer support role
- Track record of over-achieving quota
- Strong phone and verbal communication skills along with active listening
- Familiarity with CRM systems and practices
- Customer focus and adaptability to different personality types
- Ability to multitask, set priorities and manage time effectively.
- High school degree

Apply to this position

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