

We at Chinese Dragon Cafe are looking for young energetic personalities with a can-do attitude & excellent communication skill to join our team to make BIG Coin.

JOIN OUR DYNAMIC CALL CENTER TEAM!



Are you a talented communicator with a passion for delivering exceptional customer experiences? We're looking for enthusiastic individuals to join our Call Center team as Inbound and Outbound Call Center Representatives!

POSITION: CALL CENTER REPRESENTATIVE - INBOUND / OUTBOUND

JOB RESPONSIBILITIES:

INBOUND CALL CENTER REPRESENTATIVE:

- Handle incoming customer inquiries, concerns, and product/service questions.
- Provide accurate information and assistance to callers in a friendly and professional manner.
- Listen actively to customers, empathize with their needs, and offer appropriate solutions.
- Document call details and resolutions accurately in the system.
- Up selling and cross selling.

OUTBOUND CALL CENTER REPRESENTATIVE:

- Make proactive outbound calls to potential and existing customers.
- Introduce products/services, promotions, and special offers.
- Build rapport with customers and address their questions or concerns.
- Maintain call logs and update customer databases with new information.
- Selling focus.

QUALIFICATIONS:

- Excellent verbal communication skills and clear, friendly phone manner.
- Strong problem-solving abilities and a customer-focused mindset.
- Ability to multitask, manage time effectively, and navigate computer systems.
- Previous call center experience is a plus, but not mandatory.

Please send your resume to careers@chinesedragoncafe.com with the subject line "Inbound Call Center Representative or Outbound Call Center Representative."