



OPORTUNIDAD DE EMPLEO/INTERNADO/COOP

Empresa o Logo: **C | E | G | SOFT®**

Título de la Plaza/Internado/COOP: JR. Customer Support Specialist

Descripción o Requisitos de la Plaza/Internado/COOP: Plaza

NOTE: ONLY FOR PUERTO RICO CANDIDATES.

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We are building the best workplace for thinkers, experts, service agents, designers, and developers to come together to innovate, grow, and truly make an impact in other peoples' lives through technology.

We are proud creators of:

Expert Tax - tax preparation software for accountants in Puerto Rico

Taxmania - tax preparation software for citizens of Puerto Rico

Edi - a document management software to modernize the digital office

Follow It - case management software

We serve over 150,000 customers every year. It is paramount for us to deliver quality software solutions and provide "above and beyond" customer experiences to ensure the highest level of customer satisfaction.

Our company values ground us and guide us:

Passion

Innovation

Programa ENLACE - Facultad de Administración de Empresas

Universidad de Puerto Rico - Recinto de Río Piedras

* Email: programa-enlace.uprrp@upr.edu





Playfulness

Honesty

Customer Satisfaction

Growth

Discernment

If you have a passion about service and would love to work on a fun, team-oriented and creative environment, we are looking for YOU!

What will you do?

- Respond phone calls from our PBX system and document them in ZenDesk.
- Manage cases, reply support tickets and ensure effective resolution.
- Give follow-up calls to clients to indicate status and document information.
- Respond to department emails received from clients when assigned.

Our candidate must:

- Be available on a full-time basis, from Monday to Friday 9:00am-6:00pm.
- Be available to work from home and in San Juan.

Required Education & Skills:

- Excellent customer-oriented skills
- Excellent communications skills in English and Spanish (oral, written and grammar)
- Troubleshooting and computer skills
- Associate degree or bachelor's degree in computer science or information system (preferable)
- Minimum of 1 year of customer service experience (preferable)

Nice to have:

- Team-oriented
- Results driven
- Active Listener





- Positive Attitude
- Organized
- Time Manager
- Problem Solver
- PBX phone system knowledge
- Basic knowledge in Operating System

What's in it for you?

- A very valuable experience on a friendly, flexible and collaborative environment.
- The opportunity to work with high level professionals in the software industry.
- Perks!: High quality coffee, ping pong table, gym equipment, team activities, hybrid work culture and so much more!

If you believe you can add value to our team, we want to meet YOU!

Fecha de la Oportunidad (Día/Mes/Año): Nov 2024

Fecha Límite para Solicitar:

Tipo: _____ Tiempo Parcial X Tiempo Completo

Compensación: X Con paga _____ Estipendio _____ Sin paga

*Salario: \$11/\$13 hour

Localización: San Juan, PR

Persona Contacto y Posición: Jennifer Ortiz- Human Resources Generalist

Correo Electrónico de Persona Contacto: jortiz@cegsoft.com

Correo Electrónico a enviar resume o URL de solicitud: jortiz@cegsoft.com

Teléfono: 787-287-2777

Fecha de Publicación: 9/9/24

Favor de incluir en su correo "Referido por Programa ENLACE UPR-RP"



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