

**Eagle Hills** is an Abu Dhabi-based real estate developer that creates city destinations invigorating local economies. Positioned as a global developer of iconic real estate projects and a provider of premium lifestyles, Eagle Hills is helping countries raise their global profiles and attract investments. In Serbia, the company is investing in a large-scale mixed-use project, the **Belgrade Waterfront**.

Our people are our strength and we are continuously seeking to recruit the very best talents in our market. We encourage diversity and welcome different perspectives. Working in a dynamic and fast-moving organisation, you will see your career progress, providing endless opportunities.

We are looking for an experienced Customer Care Expert to provide excellent customer service and to promote Belgrade Waterfront premium lifestyle. The goal is to provide and constantly increase customer satisfaction, loyalty and retention and to meet their expectations.

Join us and become the member of **Belgrade Waterfront** team as:

## CUSTOMER CARE SUPPORT

Belgrade

### YOUR AGENDA:

- Improving customer service experience and create engaged customers
- Checking ready units along with the customer during home orientation in the final stages of handover and make sure that a detailed snagging is carried out and follow up with the contractors to see if the work is completed
- Ensuring all customer snagging, home orientation and handover are conducted according to defined deadlines
- Taking ownership of all customers complaints and customer queries and following them through to resolution
- Providing high level of service to achieve defined customer satisfaction level via professional and timely problem resolution, product knowledge and status update, willingness to help in accordance with defined SLA
- Ensuring smooth coordination with other departments regarding the customer queries
- Maintaining accurate customer history and ensuring that all correspondences are updated in the system
- Reporting all critical incidents or issues to relevant departments and line manager
- Ensuring regular reports are issued to line manager

### YOUR QUALIFICATIONS:

- High School diploma is a minimum (preferred fields: Architecture, Construction or similar vocations)
- 3+ years progressive customer service experience
- Similar experience will be highly appreciated
- Customer service orientation
- Strong client-facing and communication skills
- Advanced troubleshooting and multi-tasking skills
- Highly organized, proactive and results oriented with a desire to succeed
- Excellent knowledge of English language

### WHAT WE OFFER:

- Work in an international environment
- Opportunity to work on one of the most prestigious projects in our region
- Outstanding opportunities for career growth and development

If you are confident that you meet the above requirements and you are interested in developing your career in a dynamic international organization, please send your application.

Please note that only short-listed candidates will be contacted.

**APPLY HERE**