

Movate Mauritius Ltd is hiring Customer Service Representatives!

Movate, formerly CSS Corp, is a digital technology and customer experience services company committed to disrupting the industry with boundless agility, human-centered innovation, and a relentless focus on driving client outcomes. Recognized as one of the most awarded and analyst- accredited companies in its revenue range, Movate helps ambitious, growth-oriented companies across industries stay ahead of the curve by leveraging its world-class talent of over 11,700+ full-time Movators across 20 global locations and a gig network of thousands of technology experts across 60 countries, speaking over 100 languages.

Situated at **11th Floor Shri Atal Bihari Vajpayee, Eben Cybercity**

Duties are as follows:

- As part of our team, you will provide a premium telephone and email service to our customers: private customers, professionals and various partners
- You will identify the needs and priorities of customers, in order to offer an adapted solution to their expectations
- You will make quotes, manage negotiations until the reservation is validated and additional products are sold
- You will guide the customer throughout the booking process until the vehicle is picked up: modifications, cancellations.
- You will guide the customer throughout the rental period: various information, questions about the vehicle, extension, change of return location.
- You are available for the customer after the drop off of the car to answer questions and deal with any disappointments.

Process Adherence and Activities

- Has or has had commercial training or initial experience in the field of sales or services
- Has experience in customer relations
- Is tenacious and persuasive, with a strong results orientation
- Excellent oral and written communication skills in French and English
- Good telephone skills and service orientation
- Demonstrates commitment and perseverance
- Is dynamic, rigorous and has a great capacity to adapt
- Is not afraid to work weekends and shifts

We are currently looking for potential candidates who are pursuing their studies in BSc (Hons) Tourism: Leisure and Recreation Management, BA (Hons) French, BSc (Hons) Communication Studies with Specialization in Business Communication looking for a job and who want to improve their communication skills.

Duration: Full time

Experience: Freshers are most welcome to apply

Working Days/ Time: From Monday to Sunday- 2 Shifts (10 am- 10 pm)

Send your CV/ Motivation Letter on: (priya.bhantooa@movate.com)

By: **03 November 2023**

Learn more on their company: <https://www.movate.com>