



COMPANY NAME: Citi

JOB TITLE: Bilingual Customer Service Representatives

JOB DESCRIPTION:

The Service Rep 4 is an entry level position responsible for assisting with customer service inquiries and providing solutions based on client needs in coordination with the Customer Service function. The overall objective is to analyze the best course of action to resolve client issues.

Responsibilities:

Assist with evaluating and resolving service inquiries from clients across different platforms
Effectively use various computer systems to complete assigned tasks and address account inquiries
Develop and maintain working knowledge of specific groups of Citi products and services
Analyze and identify potential risks and identify solutions that meet client needs
Complete assigned tasks in an accurate and efficient manner
Solve disputes and retain clients, while minimizing operating loss, through adherence to established rules and regulations
Fulfilling the clients' necessities while providing an exceptional client experience is the expected behavior from all our employees and it will be measured by specific metrics.
Appropriately assess risk when business decisions are made, demonstrating particular consideration for the firm's reputation and safeguarding Citigroup, its clients and assets, by driving compliance with applicable laws, rules and regulations, adhering to Policy, applying sound ethical judgment regarding personal behavior, conduct and business practices, and escalating, managing and reporting control issues with transparency.

SALARY: 20.00 per hour

APPLICATION QUALIFICATIONS:

- 1-3 years' work experience in a related role
- Proficient in Microsoft Office and Windows Operating Systems
- Demonstrated experience solving customer service inquiries
- Effective verbal and written communication skills
- Ability to work in a fast pace environment
- Excellent technical and data entry skills, including the utilization of a 10-key touchpad
- Proven ability to navigate multiple systems and customer service platforms concurrently

Education: High School diploma or equivalent

HOW TO APPLY: All candidates must apply online

<https://jobs.citi.com/job/tucson/customer-service-representative-bilingual/287/37538303824>

DATE: 11/28/2022

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Equal Opportunity Employment/Program:

Auxiliary aids and services are available upon request to individuals with disabilities