



<https://panklays.com/vacancy/were-hiring-customer-care-agent/>

Customer Care Agent

Description

Are you passionate about providing excellent customer service? Do you enjoy working in a fast-paced environment with music at the core? Our client, a growing **music streaming platform**, is looking for a **Customer Care Agent** to ensure users enjoy a seamless and engaging experience.

Responsibilities

As a **Customer Care Agent**, you will:

- Deliver timely and accurate support across various channels, addressing customer queries with expertise and care.
- Troubleshoot and resolve customer issues effectively, ensuring a commitment to excellence.
- Manage support interactions through CRM solutions to provide a seamless customer experience.
- Identify recurring customer issues and collaborate with internal teams to drive continuous improvement.
- Promote additional services, fostering customer loyalty and driving sales.
- Participate in quality assurance activities to maintain unmatched support standards.
- Handle all interactions with professionalism, empathy, and problem-solving acumen.
- Stay updated on industry trends and best practices to ensure cutting-edge support.
- Foster a culture of accountability and learning to ensure client and team success.
- Mitigate customer churn by delivering exceptional retention strategies.

Qualifications

Proven experience in a customer support or customer-facing role, showcasing problem-solving and troubleshooting expertise.

- Familiarity with CRM tools and digital support platforms (e.g., Zendesk, Freshdesk).
- Strong organizational and time-management skills, capable of managing multiple inquiries simultaneously.
- Excellent communication and collaboration skills, with a professional and empathetic approach to customer interactions.
- Proficiency in analyzing customer feedback to identify trends and opportunities for improvement.

Job Benefits

- Be part of an innovative music streaming platform that's redefining the way we listen to music.
- Flexible, friendly work environment.
- Competitive compensation and performance incentives.
- Opportunities for growth in a dynamic, fast-paced industry.
- A supportive team culture committed to excellence and continuous learning.

Hiring organization

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Employment Type

Full-time

Beginning of employment

1 March 2025

Industry

Music Industry

Job Location

Bryanston, South Africa

Date posted

January 21, 2025

Valid through

12.02.2025

