



<https://decastroconsulting.ph/careers/client-care-specialist/>

## Client Care Specialist (WFH)

### Primary Responsibilities

The Client Care Specialist will be responsible for providing top-notch customer service and support to our clients, ensuring their needs are met and issues are resolved in a timely and professional manner. The ideal candidate will possess excellent communication skills, strong problem-solving abilities, and a passion for delivering an exceptional client experience.

### RESPONSIBILITIES:

- Serve as the primary point of contact for clients, addressing inquiries, resolving issues, and providing support via phone, email, and in-person interactions.
- Build and maintain strong, positive relationships with clients by understanding their needs, preferences, and concerns.
- Assist clients with payment processing, including but not limited to billing inquiries, invoicing, and rescheduling payments as needed.
- Coordinate with affiliates and external partners to facilitate debt settlement negotiations and ensure timely resolution of outstanding balances.
- Collaborate with internal teams, including sales, negotiations, underwriting, and operations, to ensure client needs are met and inquiries are resolved promptly.
- Maintain accurate records of client interactions, transactions, and inquiries using CRM software.
- Proactively follow up with clients to ensure their satisfaction and address any outstanding issues or concerns.
- Provide product or service demonstrations and training to clients as needed.
- Stay up-to-date on company products, services, and industry trends to provide informed assistance to clients.
- Assist with administrative tasks, such as processing orders, managing client accounts, and generating

### QUALIFICATIONS:

- Resides within Metro Manila or nearby areas.
- Previous experience in customer service, client relations, or a related field is preferred.
- Fluent in English with excellent communication skills, both verbal and written.
- Strong interpersonal skills and the ability to build rapport with clients.
- Proven problem-solving abilities and the ability to think critically.
- Ability to multitask, prioritize, and manage time effectively in a remote fast-paced work environment.
- A positive attitude, flexibility, and a passion for delivering exceptional customer service.

### Contacts

Email: [hr@decastroconsulting.ph](mailto:hr@decastroconsulting.ph)

### Employment Type

Full-time

### Job Location

Metro Manila, Philippines

### Date posted

December 19, 2024