

# Call Centre Advisor

OMNI OLM DOOEL is recruiting full-time, remote Call Centre Advisors to work from home for well-known American and Canadian brands.

We believe that if you have the right skills and motivation to be successful you will be a great fit for the team and can be quickly promoted to a Call Centre Team Leader or Manager.

An effective Call Center team member must be an excellent communicator and possess superior people skills, positive attitude, and resilience.

**Work hours:** USA working time (EST) – 14-22 or 15-23 in local Macedonian time.

## **Key Responsibilities:**

- Taking inbound and making outbound calls in fluent English
- Following a short (2-4 minutes) script and transferring the call
- Updating the system with relevant information during and after the call according to standard operating procedures
- Using Excel for tracking metrics.

## **Qualifications:**

- Advanced level of English proficiency with a minimal foreign accent
- Excellent communication skills
- Some working experience in a Call Centre, Sales, or Customer Service environment is required
- Proficiency in relevant computer applications (Word, Excel, etc.)
- Some knowledge of call center telephony and technology
- Good data entry and typing skills
- Great attention to detail
- Owning a USB or Bluetooth headset (good quality) and a PC or a laptop with the following **Minimum**

### **Technical Requirements:**

- Windows 10 Home or Pro
- Processor: i5 or higher, AMD i5 or higher
- 8 GB RAM or 16 GB RAM
- CPU score: minimum 4k (you can check the processor score using the following website: [https://www.cpubenchmark.net/cpu\\_list.php](https://www.cpubenchmark.net/cpu_list.php))
- Having an Internet Speed of a minimum of 30 Mb upload/download, preferably fiber optics (test at [www.speedtest.net](http://www.speedtest.net)).

## **What we offer:**

- ✓ **Base Pay = 550 EUR as a freelancer\***
- ✓ **Monthly Bonus = up to 250 EUR**
- ✓ **Quarterly Bonuses** are available in addition (changes based on quarter)
- ✓ Paid training period
- ✓ Full-time role – 40 working hours from Monday to Friday (no work on weekends)
- ✓ Work from anywhere as long as you have access to a PC/laptop and stable and fast Internet
- ✓ Possibility for learning, professional growth, and building an international career.

To apply send your up-to-date CV in English to: [andrijana@omniolm.com](mailto:andrijana@omniolm.com) before 30.04.2024.

***\*Please note that this is a gross salary and that you are responsible for any tax-related procedures in your country of residence. We kindly ask you to apply only if you are happy to work remotely as an independent contractor.***

We are an equal employer and we welcome everyone matching the experience and skills to apply.

**\*NOTE:** Only the most suitable candidates will be contacted.