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The fastest and most comfortable loan provider IuteCredit Macedonia for its operations in Kumanovo, Macedonia is looking for candidates for **3 open positions** for:

**CUSTOMER ADVISORS**

**Main responsibilities:**

* Respond to customer requests in Branch, in a fast-paced goal oriented customer experience department
* Provide customers with product information, concludes sales and promotes other credit products
* Provide positive customer experience regarding information on loans, repayments, aftersales, collection issues, process customer requests, support of the dealer network.
* Fills for customers the new applications
* Deals with complaints in the Branch
* Performs activities directed towards the fulfilment of the sales targets of loan products to individuals and ensure quality of services provided
* Monitors loans, makes aftersales calls, ensuring portfolio quality
* Participate with ideas and makes actions to branch development, process efficiency and sales increase
* Perform other assigned tasks and duties necessary to support the Department
* The work schedule is done in shifts
* Reports directly to HR&CX Manager.

**Skills and Competencies required:**

* Team Player
* Market research capabilities and create proposals for new products or modifications of the existing
* Excellent communication (verbal and written), convincing and negotiation skills to ensure understanding customer wants and needs
* Ability to communicate clearly and respectfully with both satisfied and unsatisfied customers
* Customer oriented (boost customer loyalty and engagement)
* Advanced stress management skills to handle several people in the room or in queue
* Risk assessment skills
* Ability to prioritize and manage multiple responsibilities
* Fast and easy learning
* Sociable, responsible, accurate, punctual and multitasking

**Experience and knowledge required:**

* University degree
* Minimum 3 years’ experience in similar position
* Positive sales and negotiation experience and passion towards Customer experience and Sales
* Proficient computer literacy – Microsoft office
* Fluent Macedonian, English, and knowledge of Albanian will be an advantage

**The company offers:**

* Attractive salary + bonuses
* Positive, dynamic and encouraging working atmosphere
* Opportunity for professional and educational trainings
* Employment contract on indefinite time, after 6 months’ probation period depending on results

If you feel that you have can-do-approach and you love customer interactions, we encourage you to apply by sending your updated CV using the Apply option or on [jobs@iutecredit.mk](mailto:jobs@iutecredit.mk), no later than 5th January 2019

Your application will be treated with strict confidentiality. Only shortlisted applicants will be contacted.