

CGU Stella for Staff 2024
Professional Mobility Programme for Services Staff

PLACEMENT OFFER INTEC04

INFORMATION OF THE HOST UNIVERSITY

Name of institution	Technological Institute of Santo Domingo.
Address	Av. Los Proceres 49, Los Jardines del Norte, Santo Domingo. Dominican Republic.
Telephone	18095679271 ext 750.
Web	https://www.intec.edu.do .
Short description	The Instituto Tecnológico de Santo Domingo - INTEC (INTEC University) is a private university, providing a public, not-for-profit service, and was founded in 1972. INTEC'S curriculum offers a lot of diversity: Engineering, Business, Health, Basic Sciences, Humanities and Social Studies.

INFORMATION OF THE PLACEMENT OFFER

Department	Exemplary Service Center.
Description of activities	<ul style="list-style-type: none"> • Assist the INTEC community with all requests, such as claims, general information about our careers and masters and information about the cost of each program. • Help student with their academics doubts. • Assist through channels such as email, WhatsApp and Chatbot. • Work with support systems to record and complete all requests, such as documents, balances, and career information. • Assist people who are interested in enrolling at the university, guiding them through the process. • Assist with the generation of career changes, graduation applications, and the readmission process. • Assist our graduated students with their requests for documents. • Manage statistics through Excel, registering all the emails or chats that has been assisted. • Manage complaints and claims received, using the system to escalate them and make sure the person receives an answer. • Guarantee through indicators the quality of the service offered through internal and external channels. • Carry out Contact Center management projections.
Working languages	Spanish.
Working place	Exemplary Service Center.
Mobility period	Within the indicated period. Between June and November 2024.
Length	15 working days.
Daily working hours	7 hours daily.
Supplementary contribution	Airport transportation from Santo Domingo airport to the accommodation.
No. of placements	2.

CURRICULAR PROFILE OF THE CANDIDATE

Academic title	Diploma.
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Required experience	Experience in Customer Service. Experience working with Microsoft package and other systems to assist customers.
Required skills	<ul style="list-style-type: none">• Excellent verbal and written communication skills.• Active listening.• Responsibility and adapting skills.• Capable of following procedures.• Empathy and understanding.• Adaptability and flexibility.• Problem solving and ability to work as a team.