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:
- 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.
### Required experience
Experience in Customer Service.
Experience working with Microsoft package and other systems to assist customers.

### Required skills
- 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.