



Job Description

Job Title:	Customer Service Specialist
Location:	Mexico City (100% remote and flexible work environment)
Main Purpose of the job:	Deliver customer support across different platforms to deliver a delightful customer experience.

Organization Information: WEConnect International, a corporate-led global non-profit, helps women-owned businesses access and succeed in global value chains. WEConnect International has, since 2009, provided business education, certification, and business connections to companies based outside the United States that are at least 51 percent owned, managed, and controlled by one or more women. WEConnect International corporate members represent over \$1 trillion in annual purchasing power and are true pioneers in inclusive sourcing and global supplier development.
www.WEConnectInternational.org

Job Overview: Responsible for acting as a key contact to deliver consistent and high quality customer service and experience.

Job Responsibilities:

- Identify customer needs and work with various teams to implement solutions.
- Build strong customer relationship with our Certify Women Owned-Business Network
- Perform group calls with customers to address needs and technical issues with the platform.
- Provide customers with general service information and value proposition
- Accountable with customers overall success including registrations, certifications, renewals and customer satisfaction.
- Understand the customer experience through regular test and 1:1 calls with customers.
- Perform user acceptance test to ensure new features are tested properly
- Identify, investigate, and resolve customer issues using the platform including compliant registration and follow-up.
- Perform administrative duties and reporting

General and Technical Competencies

- At least 2 years of experience in customer service environment.

- Degree Qualifications in Marketing, Communications, or other relevant to the role
- Spanish native speaker and Fluent English to read, write and speak. (Mandatory)
- Office Excel Advanced and data management experienced is a plus
- Excellent communication skills
- Interested in Women Empowerment

APPLICATION REQUIREMENTS

1. Submit a single PDF document that includes both your cover letter and resume.
2. Include your salary requirements in the cover letter.
3. Subject Line of Email: Customer Service Specialist Mexico_ YOUR NAME
4. Please send these documents to jobs@WEConnectinternational.org