

Bizycorp is expanding in a BIG WAY. Join us as a Work from Home, Full Time

# Client Servicing Coordinator

Bizycorp Pvt Ltd is a 100% home-based virtual organisation, and we want to recruit **ten (10)** Client Servicing Coordinators who value the opportunity to work from home and grow their careers.

What are you waiting for? Apply today, and don't miss out on this great opportunity.

## Why should you join us?

**Flexible** – Flexible hours so you can complete the daily 8 hours. 4 hours of your time is required to be worked between 6.30 PM and 1.30 AM Sri Lankan Time. You are free to allocate the 4 hours anytime within the given time range. The remaining 4 hours can be worked at any time during the day.

**WFH** – Work from the comfort of your own home.

**EPF/ETF** – Each employee would be enrolled in the EPF/ ETF as per the Sri Lankan labor law

**Legitimate work at the home company** – Bizycorp adheres to the Sri Lankan shop and office act.

**Remuneration** – **Starting from 70,000 LKR (Inclusive of Basic + Fixed allowances). You will be eligible for a probation confirmation increment after 06 months. (Conditions apply).**

**More Benefits** – Paid Leave, Selected Professional Training & Certification programs, Annual Rewards – Based on performance and role. (Conditions Apply) plus many more...

You will be a part of a diverse team of 200+ employees who come from multiple cultures and backgrounds from around the world including Sri Lanka, Pakistan, Malaysia, the United States, and Canada.

## RESPONSIBILITIES OF A CLIENT SERVICING & COORDINATOR

Be the lead coordinator between the client and the various internal backend teams for a dozen or so foreign medical professionals (Dentists, Doctors, Dermatologists, etc) in the United States or Canada. This can include but not limited to;

Communicating various tasks and accomplishments completed by the internal backend teams to the client (email, text or call)

Handling and responding to client requests (email, text, or call) within strict deadlines

Clarifying unclear tasks and requests sent by the client (email, text, or call) before it's assigned to the internal backend teams. This would require basic knowledge in website, SEO, SEM, and other online marketing terminologies

Have an eye for details and review the work done by the internal backend teams, before it's communicated to the client. This would require knowledge in website, SEO, SEM, and other online marketing terminologies

In coordination with other internal backend teams, resolve service-related problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution.

Attending client meetings via Zoom (late evening or nighttime SL)

Build and strengthen the relationship with the client, and the client's office staff via email, call, text

Ensure the internal backend teams accomplish their deliverables (tasks, marketing goals etc) for your assigned clients within the given time frames

Handling incoming foreign client calls to the assigned team phone number at selected times (night time SL) and dates

## REQUIREMENTS

Outstanding communication skills in spoken and written English

Prior experience in communicating with foreign clients

Fundamental computer literacy and knowledge in online marketing, using communication tools (Skype, Zoom), Google Docs/SpreadSheets

Basic understanding of how online marketing works

Experience in complaint management

Experience in working with ticketing or task management system

Out of the required 8 hours (per day), 4 hours of your time is required to be worked between 6.30 PM and 1.30 AM Sri Lankan Time. You are free to allocate the 4 hours anytime within the given time range. The remaining 4 hours can be worked at any time during the day.

Prior experience in a similar field/role

**We DO NOT have part-time jobs available.**

**IF YOU ARE NOT comfortable speaking with foreign clients via Zoom, or Skype then this vacancy is not for you.**

**If interested, please send your CV to [careers@ekwa.com](mailto:careers@ekwa.com) OR visit [BIZYCORP.ORG/CAREERS](http://BIZYCORP.ORG/CAREERS)**