



Join our Team as Customer Support Representative

Valuable team member, the new Customer Support Representative will play an essential role in representing the company in the interaction with clients, offering them excellent customer support.

Key Responsibilities:

Your main job duties and responsibilities will include:

- Managing and answering requests received by phone or e-mail from our customers;
- Representing the company in the interaction with clients, offering them the best services and customer experience;
- Offering our customers financial advice so that they can make the best decisions about the way they choose to protect their future;
- Getting involved in projects that aim directly to improve flows and processes within the operational area;
- Offering excellent customers experiences to the clients you will interact with and solve dynamic and engaging situations.

Skills and Requirements:

- Empathetic, diplomatic and proactive in dealing with customers;
- Excellent communication skills and work effectively in a team;
- Always looking for innovative and creative ways to solve the requests of our clients;
- Organized, able to prioritize and manage your responsibilities in a timely manner and agility in acquiring the information received;
- Familiarity with Microsoft Office, including Excel and Word;
- Advanced level in English;
- Analytical, dynamic person, oriented towards finding solutions.

What we offer:

- Friendly environment with multiple career development opportunities;
- Inclusive and multicultural team where you can create impact with your innovative ideas and creative personality;
- Various learning & development programs, adapted to your needs and goals;
- Work-life balance programs and a special care for your physical and mental health;
- Benefits (flexible hours, meal tickets, private medical subscription, insurance policy, Bookster, additional holiday based on your seniority);
- Attractive salary and yearly additional compensation, according to your performance and support for the team;
- Hybrid way of working and good location – close to the subway.

Send us your CV at RO-hr@metropolitanlife.ro. By sending your CV to this address you agree that Metropolitan Life will process your personal data for the recruitment process for this role.

At Metropolitan Life, part of MetLife, Inc, one of the largest life insurance companies in the world, we're leading the global transformation of an industry we've long defined. United in purpose, diverse in perspective, we're dedicated to making a difference in the lives of our customers.

Metropolitan Life is an equal opportunity, affirmative action employer committed to attracting, retaining, and maximizing the performance of a diverse and inclusive workforce. It is Metropolitan's Life policy to

ensure equal employment opportunity without discrimination or harassment based on race, colour, religion, sex (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity or expression, age, disability, national origin, marital or domestic/civil partnership status, genetic information, citizenship status, uniformed service member or veteran status, or any other characteristic protected by law.

