

# Customer Support Officer

## JOB DESCRIPTION

- Provide prompt assistance to clients, addressing their inquiries, requests, and complaints.
- Effectively manage client communication through various channels, including but not limited to phone calls, emails, chat, video conferences, and other communication platforms.
- Develop a deep understanding of our products and services to be able to offer accurate information and support to clients.
- Proactively collect feedback from clients to help us improve our products, services, and overall client satisfaction.
- Collaborate with colleagues in other departments to ensure a seamless client experience and the resolution of complex issues.

## JOB REQUIREMENTS

- Bachelor's Degree in Communications, Marketing, or any related course is an advantage
- Preferably with at least 2 years of working experience in or related to customer service, but fresh graduates are welcome to apply

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## JOB REQUIREMENTS

- Good oral and written communication skills both English and Filipino. Other languages and dialects is a plus.
- Patient and respectful – especially to irate or difficult clients
- Strong organization skills and good attention to detail
- Must be willing to work on-site at Ortigas, Pasig City

## INTERESTED IN THE ROLE?

Send us your résumé through [apply@colfinancial.com](mailto:apply@colfinancial.com) and we'll get back to you as soon as possible.

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