

## Head of Client Service Department

The **Mira Tech** team is a young and ambitious startup with a diverse range of clients including real estate agencies, food delivery companies, hotels, and more.

We're a marketing agency that goes beyond just creating digital products and providing digital services. We immerse ourselves in our clients' businesses, streamline their operational processes, and develop their products.

We're looking for talented individuals and we strive to work with international clients.

We are seeking a candidate with experience in building and leading a customer service team for a call center. The ideal candidate will be responsible for managing a team of 10 or more, ensuring quality work, conducting training, writing scripts, and more. Additionally, the candidate should be able to recruit team members, conduct interviews, and make the right hiring decisions.

## Responsibilities

- Conduct employee recruitment for the call center.
- Provide continuous training and work on improving employee performance.
- Build an efficient hierarchy for the call center employees.
- Calculate financial indicators, optimize processes, and improve work results.
- Ensure the smooth functioning of the office.
- Manage CallGear and AMOCRM systems.
- Write scripts and cheat sheets.
- Handle incoming calls for different products and provide after-sales service.

## Qualifications

- More than 4 years of experience in customer service.
- Strong communication and soft skills.
- Deep understanding of auto-dialer technologies and call center systems.
- Strong self-organizational skills and the ability to take ownership of processes.

## Benefits

- Opportunity for permanent residency in Dubai.
- Official employment with Emirates ID and a bank account with Sberbank UAE.
- Medical insurance covering basic needs, including consultations and X-rays.
- Regular team trips abroad.
- Interesting tasks and opportunities for career growth.

- Living in a villa.