WORK VAPOR

Job Link: https://workvapor.in/jobs/bilingual-customer-support-executive-us-process/

BILINGUAL CUSTOMER SUPPORT EXECUTIVE – US PROCESS

BASE SALARY

INR 325000 - INR 625000

DESCRIPTION

Job Role: Bilingual Customer Service Representative – English & Spanish

Company Details

Company: Excella Business Services
Location: Remote (Hiring Office: Chennai)
Experience: 0–2 Years
Salary: ?3.25–6.5 LPA
Job Type: Full-Time
Openings: 1
Shift: Fixed US Night Shift

HR & Contact Details

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Job Overview

Excella Business Services is hiring a Customer Service Representative for a US-based law firm. The role involves handling customer calls, collecting client information, scheduling consultations and managing follow-ups.

Key Responsibilities

- Handle inbound and outbound customer calls.

HIRING ORGANIZATION

Excella Business Services

EMPLOYMENT TYPE

Full-time

JOB LOCATION

? Remote work from: India

- Collect client details and conduct initial screening.
- Explain the client intake process.
- Schedule appointments with legal representatives.
- Maintain customer records in CRM systems.
- Follow up on consultations and documents.
- Handle sensitive information professionally.

Requirements

- 0–2 years of experience.
- Experience in customer service, telesales, lead generation or international voice process.
- Good English communication skills with a neutral accent.
- Knowledge of MS Office and CRM tools.
- Willingness to work fixed US night shifts.
- Bachelor’s degree preferred.

Preferred Skills

- Experience handling US customers.
- Appointment scheduling and lead conversion skills.
- Legal intake experience is an advantage.

Benefits

- Competitive salary.
- Performance incentives.
- Career growth opportunities.

- Professional training and development.

Important Note: This role supports the client intake process for a law firm. Employees will not provide legal advice or establish attorney-client relationships.