

## Customer Service Representative - IT Outreach Specialist

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Company: M365Connect

Location: Kampala

Category: other-general

## Customer Service Representative - IT Outreach Specialist

**Location:** Remote **Job Type:** Full-time

**About Us:** At M365Connect, we specialize in connecting elite Microsoft professionals with leading European IT companies. Our commitment to delivering exceptional service and innovative recruitment solutions drives us to excel. Join us in shaping the future of IT recruitment and building strong, professional networks.

**The Role:** We are seeking a motivated and tech-savvy Customer Service Representative to join our outreach team. This role is crucial in maintaining and expanding our client base by engaging with top-tier IT companies and skilled Microsoft freelancers across Europe. Your mission will be to initiate contact, foster relationships, and articulate our unique value proposition to both potential clients and candidates.

### Key Responsibilities:

Conduct cold calls and outreach efforts to potential IT clients and freelancers, explaining our services and the value we bring.

Maintain a high level of professionalism and resilience, continuing to engage prospects despite challenges or initial rejections.

Utilize excellent English communication skills to clearly convey messages and foster relationships.

Manage communications across multiple channels, ensuring all interactions align with our

brand and service standards.

Collaborate with recruitment and marketing teams to align strategies and enhance outreach effectiveness.

Demonstrate a high awareness level of industry trends to effectively engage with tech-savvy clients and candidates.

### **Requirements:**

Proven experience in customer service, particularly in making cold calls and conducting client outreach.

Exceptional command of the English language, both written and spoken.

Strong ability to handle pressure and maintain motivation, even when faced with challenges or no response.

Tech-savvy, with a keen understanding of IT and recruitment industries, especially in the context of Microsoft technologies.

Excellent interpersonal skills, with a talent for building relationships and influencing decision-makers.

### **What We Offer:**

A competitive salary and benefits package.

A supportive environment that fosters professional growth and development.

The opportunity to work with major IT companies and talented freelancers across Europe.

A culture that values persistence, resilience, and a positive attitude in the face of challenges.

**How to Apply** Interested candidates should submit their resume along with a cover letter detailing their experience in customer service and outreach, particularly within the IT or recruitment sector. Please send your application to by clicking the apply button

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