

Al Razzaq Fibres (Pvt) Ltd Saya Jobs Customer Service Representative

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Company: Al Razzaq Fibres (Pvt) Ltd Saya

Location: , , Pakistan

Category: other-general

Al Razzaq Fibres (Pvt) Ltd Saya Jobs Customer Service Representative:

Al Razzaq Fibres (Pvt.) Ltd – Saya is recruiting an experienced candidates for “Customer Service Representative” for the Customer Service department, at Korangi, Karachi. The candidate must have an experience of Zendesk, CRM or Shopify.

Education:- Bachelors

Experience:- 2 to 3 in a relevant field on a required software's.

Job Description:-

Lead correspondences with customers on multiple channels – phone, email, livechat/whatsapp/Daraz and social media channels.

Knowledge and experience of Zendesk Or any CRM software.

Locate products, check stock availability, arrange collection/ delivery and process exchanges (include store exchanges)

Handle complaints, promotion enquiries, product information enquiry, pricing enquiries.

Facilitate root-cause investigation, providing status updates, follow-through on corrective actions and any other customer queries.

Able to adapt quickly on a fast paced environment. Passionate & quick in learning new tools to improve own's efficiency in managing daily tasks.

Handle online exchanges as well as edit/cancel orders. Able to address customer's product issues. Able to perform and arrange exchanges that may need to execute offline.

Create manual Orders as and when necessary or upon customer's request.

Mastery of Click & Collect process & strong interpersonal skills in working with Operation colleagues both online and offline.

Able to work with dispatching teams such as in-house fleet or other 3rd party logistics partner in order to deliver customer requests with speed and efficiency.

Ensures regular reconciliation of accounting exceptions gaps are closed on a timely manner.

Problem solver and able to provide sound well weighted recommendations when necessary.

Interested candidates may apply on with mentioning the position in the subject line.

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