

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

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Company: Al Razzaq Fibres (Pvt) Ltd Saya

Location: Karachi

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 :-

BachelorsExperience: – 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. Al Razzaq Fibres (Pvt) Ltd Saya Jobs
Customer Service Representative#J-18808-Ljbfrr

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