

Customer Experience Specialist

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Company: Elite Outsourcing

Location: Islamabad

Category: other-general

Job DescriptionA Customer Experience Specialist (CES) is responsible for selling a company's products or services to potential and existing customers. Their primary duties include making outbound sales calls, responding to customer inquiries and concerns, and providing information about the features and benefits of the products or services offered. CSRs may also be responsible for processing orders, resolving customer complaints, and maintaining accurate records of customer interactions and sales. Successful CSRs must possess excellent communication and customer service skills, be comfortable using computer systems and software, and be able to work in a fast-paced, goal-oriented environment.

Job Specification

Education: A high school diploma or equivalent is usually required. Some companies may prefer or require a college degree, especially for more specialized or technical sales roles.

Sales skills: Strong sales skills, including the ability to persuade, negotiate, and close deals, are essential for a CSR.

Communication skills: Excellent verbal and written communication skills are essential for a CSR, as they will be interacting with customers and colleagues on a daily basis.

Customer service skills: A CSR must be able to provide excellent customer service, including listening to customers' needs and concerns and responding in a helpful and timely manner.

Computer skills: Many companies use computer systems and software to manage customer interactions and sales, so CSRs should be comfortable using these tools.

Product knowledge: A CSR should have a good understanding of the products or services they are selling, including their features, benefits, and pricing.

Goal-oriented: CSRs should be comfortable working in a fast-paced, goal-oriented environment, as they will be expected to meet sales targets and other performance metrics.

Adaptability:

CSRs should be able to adapt to changing customer needs, product offerings, and sales strategies. Teamwork: CSRs often work as part of a team, so the ability to collaborate with colleagues and share knowledge and resources is important. Ethical behavior: A CSR must behave ethically and with integrity, following company policies and industry regulations. Job Rewards and Benefits Communication, Incentive Bonus, Leaves

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