

Customer Relationship Manager

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Company: ELN - Limited

Location: Karachi

Category: other-general

Will take a proactive, confident and friendly approach to all aspects of Customer Services and Relationship Management. This may overlap with some Marketing, Business Development and Operational responsibilities.

Job SpecificationMAIN DUTIES:

- Handle incoming live website chat (existing and new customers)
- Handle all incoming phone calls and emails (customers, clients etc)
- Manage queries, course listings and bookings on third party websites (Emagister,
- Identify, contact and generate leads for corporate clients and potential customers via social media (likes / followers / targeted search / google search / professional memberships
- Manage tickets on Freshdesk – keep track of potential leads, chase (emails &
- ELN Pakistan – within agreed timescales coordinating with ELN Pakistan's admin and office operations.
- Monitor and work towards relevant KPI's (customer service, marketing – UK and PK).

ELN is a UK based centre providing Pearson (BTEC) and Laser Learning Accredited Teacher Training, Quality Assurance Training and Leadership and Management Training at all levels. We will soon expand our portfolio of online UK approved training to all

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