

Customer Relationship Officer – CRO Remote (Night shift)

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Company: | to NetworkUstad Team

Location: Lahore

Category: other-general

Customer Relationship Officer – CRO Remote (Night shift)Shift and Schedule

Over Time, Home daily, Home time

The customer relationship officer (CRO) is in charge of developing relationships with customers. This position coordinates, executes, and manages programs designed to effectively retain customers by fostering positive relationships, listening to customer concerns/resolving issues, and educating customers on the value of our products. To maintain long-term customer satisfaction, a customer-oriented focus is required. This position necessitates a highly organized individual.

What We're Looking For:

2+ years of customer-facing experience (sales and/or support).

Ability to communicate with students, parents, and teachers over the phone both verbally and nonverbally.

Exceptional ability to establish and maintain customer relationships.

Proven ability to manage multiple responsibilities while maintaining a high level of detail and professionalism.

The ability to remain adaptable in changing work environments.

Capability to take initiative, own tasks, and prioritize them.

Maintain a professional and courteous demeanor at all times.

Self-motivated and determined.

Maintain the highest level of professional ethics while adhering to all company rules, policies, and regulations.

Experience as a customer service officer or in management is preferred.

Can work on the Night Shift.

Skills Required:

Microsoft Word and Excel in Windows format are required.

Working knowledge and experience in MIS.

Effective listening and problem-solving abilities are required.

Outstanding communication and presentation abilities.

Must Requirement:

Laptop is included.

Power supply backup.

2 Internet Access Points (1 for backup).

Reside in an area with fast 4G internet.

Education:

Master's (Preferred)

Monthly salary: Rs35,000.00

Monthly salary: Rs35,000.00 – Rs50,000.00

Capability to commute/move:

Lahore: Do you regularly commute or plan to relocate before starting work? (Required)

Qualifications
Other Competencies
As a Tamarack Materials, Inc. Delivery Helper, you will be expected to have the following abilities:

Showing initiative, being proactive, and self-managing your responsibilities.

Communicating professionally and effectively with both coworkers and customers.

Reading and accurately following instructions provided by customers.

Mental Demands
Capable of effectively managing stress, particularly when dealing with customers' requests for tight delivery windows.

Ability to multitask effectively, handling multiple tasks at once while ensuring delivery on time.

Ability to receive and comprehend information and directions from customers or colleagues.

Ability to communicate and provide solutions quickly in the event of a problem during the delivery process.

Physical Demand
Ability to lift, carry, and move at least 100 pounds of building materials to and from job sites on a regular basis.

The ability to stand for at least 90% of the shift duration.

Construction materials are constantly being moved and unloaded from commercial vehicles onto job sites.

Positioning oneself frequently to load and unload materials from flatbeds or booms.

Delivering packages outside in all weather conditions.

Atif Mumtaz I am a talented and passionate writer and blogger. I am also interested in literature and writing, spending most of my free time buried in books and scribbling my thoughts into diaries. In parallel with my freelancing endeavors, I started my blog, quickly gaining a loyal readership due to my eloquent writing style and authentic voice. My ability to connect with my audience through relatable stories and personal experiences sets me apart from other bloggers. My writing style is characterized by poetic prose, vivid imagery, and a deep understanding of human emotions. I often delve into themes of self-discovery, resilience, and the beauty of life's small moments. My travel writing transports readers to far-off destinations, while my book reviews offer insightful analyses of literary works.

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