

Customer Service Manager

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Company: Zafar Securities Pvt Ltd

Location: Lahore

Category: other-general

MBA (Business Administration, HR or Marketing)

Provide help, information and advice to clients about Zafar Securities' services

Measure customer satisfaction and improve services

Communicating with clients (telephone/email/letter/social media/face-to-face)

Investigating and resolving clients' related issues/problems

Developing and implementing feedback or complaints procedure for clients

Job Specification Confidence, patience, diplomacy & problem-solving skills

Creative thinking & motivational skills

Ability to work well under pressure

Basic knowledge about social media

Having experience in trading (shares/commodities) are preferable

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