

Email Support Executive

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Company: Hafm

Location: , , Pakistan

Category: other-general

Job Description for Email Support Executive

The travel consultant is responsible for assisting customers, providing information responsible for promoting and booking traveling arrangements for clients. The goal is to enhance satisfaction and acquire an expanding and dedicated clientele

Responsibilities

Email Handling

Respond to email queries made by customers and assist them.

Email customers regarding the order booking procedure

Make refunds, reassurance, and adjustments and update the logs in the system.

Diagnose the clients' specifications and suggest suitable travel packages or services.

Make callbacks to customers to provide further assistance and updates.

Offering a helping and ready hand to the customers.

Suggesting alternatives to resolve customer's complaints on a priority basis.

Bringing awareness among customers by educating them about promotions and services.

Training and Coaching

Regularly attend training and coaching sessions Pre-shifts/Post shifts conducted by the Service Quality, Team Leader.

Execution of team plans to achieve goals of first contact resolution.

Learning about the organization's products or services and keeping up to date with any changes to them.

Report Management

Conveying customer feedback and suggestions to the Team leader in order to offer services exceeding customer expectations.

Must-have requirements

Demonstrate effective written and oral communication skills - good command of both spoken and written English and Urdu.

Expected to maintain close and effective personal working relationships with co-workers

Expected to interface with external agencies, including recruitment agencies, trainers, and suppliers of other HR products and services

Nice-to-have requirements

Bachelor's degree preferred

Preferred with call center experience

We offer

Great perks and paid travel benefits for every employee in the organization, an attractive employee stock option program, fully paid health insurance and the chance for sporadic travel adventures!

#J-18808-Ljbffr

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