

Team Lead CSR

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Location: Karachi

Category: other-general

Deliver a class apart customer experience as measured by performance objectives and in accordance with the core values of our client

Assist customers with their items purchased through the e-commerce website

Convey interest in each customer through their words with courtesy, attention, a friendly and caring image

Providing alternatives to products/items, which are not available on the e-commerce website

Follow standard processes and procedures when it comes to providing the resolution

Staying up to date with the latest updates on system information, process changes, and future updates

Must be able to overcome objections and handle customer pushbacks#J-18808-Ljbffr

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