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Customer Service Executive

CUBES International Logistics

Description

As a Customer Service Executive, the successful candidate will deliver excellent customer service and provide a high level of client satisfaction by utilizing exceptional communication and problem-solving skills.

Employment Type

Full-time

Beginning of employment

Immediate

Responsibilities

- Manage customer inquiries and complaints promptly and effectively;
- Resolve customer inquiries and escalations efficiently;
- Record and assess customer feedback;
- Identify customers' needs and provide them with adequate solutions;
- Inform customers about product features and other services;
- Maintain a professional attitude at all times;
- Provide accurate information on products and services;
- Promote other products when appropriate;
- Generate and process customer orders;
- Participate in team meetings and initiatives

Job Location

Kochi, Kerala, India

Working Hours

8.30 AM – 5 PM

Base Salary

₹ 140000 - ₹ 400000

Date posted

June 28, 2023

Qualifications

- Bachelor's degree
- Familiar with different customer service practices and processes;
- Communication and problem-solving skills;
- Ability to work effectively as part of a team;
- Ability to multitask and prioritize;
- Sales and marketing skills;
- Knowledge Microsoft office package
- Proficiency in English