



## Customer Engagement Officer

Being in the Customer Engagement business, we provide innovative solutions for our clients across the globe. As part of the company, it is crucial that all employees actively work towards bringing Customer Engagement to the next level.

You are required to embrace this level of engagement by being hands-on during your specified working hours, providing support to customers and encourage further utilization of the client's product and services via chat, email, and phone

Must be completely fluent in English (native speaker written standard) and have suitable experience.

### RESPONSIBILITIES

- At the forefront of the company operations, you will be responsible for maintaining and developing a high standard of customer service in providing timely support to all its customers via email, live chat and phone
- Investigating and solving customers' problems, which may be complex or long-standing
- Issuing refunds, promotions, and compensations to customers
- Respond to customer queries with the aim of achieving first contact resolution
- Advise end customers on options available to them
- Welcome customers to the client's platform and encourage usage of client's product and services
- Assign initiatives to customers based on set guidelines and frameworks
- Follow up promptly with customers to resolve issues
- Maintain and update customer details within online platforms
- Report customers feedback to respective internal teams to improve customer experience
- Identifying and highlighting technical issues to raise tickets using the company's ticketing system. Following up with communicating the status of this process to customers where necessary

### SKILLS

- Must have perfect "native" English written skills
- Good communication skills that allow you to inform, help and advice customers and colleagues
- Be driven to cross sell/up sell clients' product and services
- To understand industry best practices and strive to reach the highest quality levels

- Good problem-solving skills with self-starter initiative - good at getting things done
- Confidence, patience, politeness, tact, and diplomacy, when dealing with difficult situations
- Motivational skills and an ability to supervise/lead a team of customer support agents
- Thorough troubleshooting skills
- Willingness and enthusiasm to own any issue that comes your way
- Experience with email and live chat platforms
- Degree graduate in any discipline – ideally service related
- Needs to be self-starter, reliable and motivated

## **REQUIREMENTS**

- 3+ years suitable experience
- As part of the recruitment process, be able to complete role play scenarios – potentially undertake a simple test brief to demonstrate approach and manner
- Worked within an office environment before
- Used online customer support ticketing systems previously
- Hands-on in customer relationship platforms
- Experience in outbound calls
- Prefer Candidates who can commence immediately

## **WORKING TIMES:**

- Full-time shift - 48 hours per week

## **COMPENSATION & BENEFITS**

- Basic salary (depending on experience)
- Bonus / Incentives
- Transport allowance
- Shift allowance
- Health Insurance
- Fitness allowance *\*t&c applies\**
- Dental/Optical allowance