



## **CUSTOMER EXPERIENCE SPECIALIST**

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**

- Assist in the ongoing development and management of quality assurance and quality development of the Customer Support and other customer contact departments
- Ensure accurate and clear information is always being communicated to the customer while upholding the highest quality
- Perform quality checks on live chats, emails and voice calls to identify areas of improvement
- Training and coaching the team to deliver a high standard of customer experience and service
- Assist in actively developing on the company's back office tools, platforms, and processes to improve overall productivity
- Improving quality assurance related procedures, policies, and standards for the organization
- Report on key statistics and trends of the department on a regular basis
- Collate, document and report on the Quality Monitoring results. Analyse and recommend opportunities to department managers/leads for continuous improvement
- Provide feedback on agents' performance to the Customer Engagement Operations Lead for appraisals and development purposes
- Staying connected and up to date on industry trends, competitors' products, and services

### **SKILLS**

- Powerful and effective communication
- Able to communicate and adapt to different people and diverse personalities with a view to improve quality performance
- Ability to understand industry best practices and strive to reach the highest quality levels
- Motivational skills and an ability to generate own working plans and implement them
- Good organizational and planning skills
- Thorough troubleshooting skills
- Willingness and enthusiasm to own any issue that comes your way

### **REQUIREMENTS**

- 5 years suitable experience in customer service-related positions
- Advance level of written English and adapt to various accents and tones
- Able to communicate effectively in English verbally
- Diploma/Degree in Business Administration or related field
- Online e-commerce experience



#### **WORKING TIMES:**

- 5 days a week (Monday to Friday) - 40 hours per week

#### **COMPENSATION & BENEFITS**

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