

MMSGROCERY.COM Job brief

We are looking for a customer-oriented service representative. Resolve customer complaints via phone, email, mail, or social media. Use telephones to reach out to customers and verify account information. Greet customers warmly and ascertain problem or reason for calling. Assist with placement of orders, refunds, or exchanges.

CSR, will act as a liaison, provide product/services information and resolve any emerging problems that our customers and Licensees might face with accuracy and efficiency.

We are searching for CSRs that are genuinely excited to help customers. Individuals who are patient, empathetic, and passionately communicative. They love to talk and be effective in their communication.

Problem-solving skills

Confident at troubleshooting and investigate if they don't have enough information to resolve customer complaints.

The target is to ensure excellent service standards, respond efficiently to customer inquiries and maintain high customer satisfaction.

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Responsibilities

- Manage large amounts of incoming calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer/Licensee accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas

- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers

Requirements

- Proven customer support experience or experience as a client service representative
- Track record of over-achieving quota
- Strong phone contact handling skills and active listening
- Familiarity with CRM systems and practices
- Customer orientation and ability to adapt/respond to different types of characters
- Excellent communication and presentation skills
- Ability to multi-task, prioritize, and manage time effectively
- High school degree

How to Apply:

Please email your resume with a cover letter to: patriquinbarry@gmail.com with SUBJECT

TITLE: CSR POSITION

Only those selected for an interview will be contacted. Thanks!