

United Arab Emirates Jobs Expertini®

Community Engagement Programme Manager Jobs in Dubai | Emirates NBD

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Company: Emirates

Location: , Dubai, United Arab Emirates

Category: other-general

Community Engagement Programme Manager Jobs in Dubai | Emirates NBD

Job Responsibilities:

Assisting customers to implement and access company services.

Scheduling and preparing quarterly reviews to set objectives and identify shortfalls in customer engagement.

Resolving customer complaints and issues in a timely manner.

Collaborating with the marketing and sales departments to brainstorm new campaigns and business ideas.

Providing advice and guidance on how to improve customer engagement and develop lasting relationships.

Answering all customers' questions and transferring them to the appropriate source for more detailed information.

Ensuring the company remains compliant and adheres to the terms and conditions listed in contracts.

Job Requirements:

Bachelor's degree in business administration or a similar field.

Proven project management and customer service experience.

Proficiency in Microsoft Office and customer relationship management (CRM) software.

A people person with excellent organizational and communication skills.

#J-18808-Ljbffr

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