

Complaints Handler Jobs In Sharjah | Damas Medical Center

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Company: Damas Medical Center

Location: sharjah

Category: other-general

Complaints Handler Jobs In Sharjah | Damas Medical Center

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We are seeking a highly motivated and experienced Complaint Agent. The candidate must possess at least (1) year of UAE work experience. The candidate will Handle customer complaints, provide appropriate solutions and alternatives within the time limits.

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Responsibilities Maintaining a positive, empathetic, and professional attitude toward customers always.

Responding promptly to customer inquiries.

Communicating with customers through various channels.

Acknowledging and resolving customer complaints.

Knowing our products inside and out so that you can answer questions.

Identify and assess customers' needs to achieve satisfaction.

Build sustainable relationships and trust with customer accounts through open and interactive communication.

Provide accurate, valid, and complete information by using the right methods/tools. Apply

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Requirement 1+ years of experience as a Complaint Agent.

Proven customer support experience or experience as a Client Service Representative.

Ability to stay calm when customers are stressed or upset.

Strong phone contact handling skills and active listening.

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. Apply Also: Noon Careers In

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