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## Consumer Relations Manager Jobs in Abu Dhabi | Al Futtaim Jobs

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Consumer Relations Manager Jobs in Abu Dhabi | Al Futtaim Jobs

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Description: Handling customer complaints sales & after sales & collaborations with consumer protection.

Job Responsibilities: Handle assigned cases/create C4C where Voice of customer and data is recorded

Manage voice of customer as per TMC way of complaint handling.

Thoroughly investigate the concern (customer feedback, service center feedback, your own opinion, showroom)

Call/meet customer concerns with quality listening and body language skills, show understanding and empathy do not interrupt while customer is telling his story make him feel heard and valued.

Reappraise the concern seriousness and make a winwin decision. Job

Requirements: Having more than 4 years customer care / service experience.

Having strong Customer service skill

Manage customer expectations#J-18808-Ljbffr

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