

United Arab Emirates Jobs Expertini®

CS &S Jr. Officer

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Company: Juma Al Majid Holding Group L.L.C

Location: Dubai

Category: healthcare-practitioners-and-technical

Supports and provides service via toll free, e-mails, live chats, and social media to manage the business' relationship with customers.

Performs outbound surveys to ensure customer satisfaction for Sales and After Sales Services.

Generates Sales Leads.

Registers customer details and complaints for sales and service in order to guarantee resolution for customer satisfaction.

Captures customer information, schedules appointments and forward those to the Service Department to assure requested appointments are met.

Utilizes all product, operational and Contact Center trainings provided to identify voice skills and how to enhance a good telephone presentation.

Receives Inbound Calls, Emails, and Live Chats through Genesys Contact Center System.

Receives Outbound Calls for different campaigns through Genesys Contact Center System.

Saves customer profile in Forms through Genesys Contact Center System.

Qualifies the call through Genesys Contact Center System.

Obtains the status of service requests and service history through Oracle Application and informs the customers.

Gathers customer information regarding service history through Oracle Application.

Requirements

Six months to one year of customer service experience preferred.

Diploma graduate or equivalent preferred.

Dual language preferred

Fluent in English writing/speaking

Excellent negotiator

Excellent verbal and written communication skills desired.

Effective listening skills

Familiarity with Microsoft Office products and general computer keyboard skills; has to have technical and internet expertise.

Demonstrate sales/customer service communication skills.

Friendly and courteous telephone manner required.

Punctuality and efficiency, with the ability to prioritize.

Willingness to work on a rotating shift (8:00AM-5:00PM, 09:00AM-6:00PM, 10:00AM-7:00PM, 11:00AM-8:00PM, 8:00AM-8:00PM, 8:00PM-8:00AM) and during holidays.

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