

Customer Advisor Jobs In Dubai | IIQAFGROUP

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Company: IIQAFGROUP

Location: dubai

Category: other-general

Customer Advisor Jobs In Dubai | IIQAFGROUP

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IIQAF is looking for an experienced customer advisor to join our talented and fast-paced team. In this role, you will be responsible for providing excellent customer service, managing customer inquiries, and providing technical support in a timely and efficient manner.

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Responsibilities

Respond promptly and courteously to customer emails and inquiries

Diagnose technical issues over the phone and via email

Provide technical and product support over the phone

Follow up with customers to ensure all issues are resolved

Generate service tickets and transmit to the appropriate departments

Process orders promptly and accurately

Monitor customer accounts to ensure satisfaction

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Requirement

Minimum of 3 years customer service experience

Excellent written and verbal communication skills

Ability to multi-task multiple customer inquiries and requests in a timely fashion

Excellent problem-solving skills and ability to think outside the box

Great customer service skills and a positive attitude

Working knowledge of computers and applications

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