

# United Arab Emirates Jobs Expertini®

## Customer Excellence Associate Job in 2022

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Company: Sarwa ساروا

Location: , , United Arab Emirates

Category: other-general

### Job Responsibilities:

Have worked in a client-facing role for at least one year, ideally in a support role

Are an excellent communicator in English and Arabic, you love to talk to people and understand the value of good communication skills

Feel comfortable with change and constantly find ways to be proactive and get things done on your own

Can pick up things quickly and do what is necessary to learn concepts and tools you are unfamiliar with

Are detail oriented – you always catch mistakes such as typos, no matter how minor

Have worked in a high-growth company before and are able to multitask, prioritize, and manage time effectively

You have a BSc/BA in finance, business administration or a related field

### Job Requirements:

Manage large amounts of tickets via incoming phone calls, live chat, and emails.

Escalate and route client concerns to the appropriate team, and follow up to ensure they are solved.

Assist clients in operational tasks such as account openings.

Strategically think about and provide improvements to enhance operational efficiency.

Act as the internal voice of the customer, and vocalize customer pain points.

Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.

Take the extra mile to engage customers and achieve world-class customer satisfaction ratings

#J-18808-Ljbffr

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