

# United Arab Emirates Jobs Expertini®

## Customer Representative

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Company: Furry Travel

Location: Dubai

Category: other-general

Are you a customer service aficionado with exceptional organizational skills? Do you thrive in fast-paced environments where every detail matters? If you're seeking a role where your ability to coordinate and communicate shines, then Furry Travel has just the role for you! Dubai February 2024 About Us Furry Travel is your trusted partner for seamless Pet Relocations and reliable Pet Taxi services in Dubai. We ensure your pets travel safely and comfortably, making your journey stress-free. The Role As our Dispatcher & Customer Representative, you'll be the bridge between our clients and drivers, ensuring a seamless transportation experience. Your precision in handling ride requests, coordinating with our fleet, and managing the intricacies of each booking will be paramount to our daily operations. What You'll Do Receive and process inbound booking requests for our pet taxi & pet grooming services via WhatsApp or calls, diligently acquiring all necessary details. Inform clients about costs, and handle booking confirmations with promptness and accuracy. Expertly utilize our CRM to create and manage customer profiles, ensuring all data (including personal details, payment information, and ride specifics) is up-to-date and accurate. Generate and dispatch invoices and payment links to clients, following up on pending payments to secure booking confirmations. Serve as the primary communication hub for our drivers, providing them with comprehensive details for each booking to ensure smooth service delivery. Compile, optimize, and distribute daily schedules and routes for our driver fleet, ensuring efficient operations. What You'll Need Proven experience in customer service, dispatch, or a similar role. Exceptional verbal and written communication skills. A keen eye for detail and an organized approach to task management. Proficiency in using CRM systems

and other relevant software. Ability to work under pressure, multitasking across various bookings and coordination efforts. A positive attitude, customer-first mindset, and problem-solving aptitude. What We Offer Visa sponsorship and healthcare. A lucrative commission structure based on target achievements. An exciting work environment that's always on the move. The chance to be part of a dedicated team passionate about pet welfare and exceptional service delivery. At Furry Travel, we are passionate about our mission, and we hope you are too! If you have the necessary skills and a love for pets, then apply today by contacting us through our contact form . We can't wait to hear from you.

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