

Customer Service Associate Jobs in Dubai | Johnson & Johnson Pharma Jobs

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Company: Johnson & Johnson

Location: dubai

Category: other-general

1- Customer Service Associate

Job: Full Time

Location: Dubai, UAE

Job Responsibilities:

Deliver on Customer Service key performance indicators and metrics within quality, compliance and safety requirements

Ensure effective, proactive, and timely communication to all internal and external stakeholders of customer service-related issues

Investigates and resolves customer complaints regarding billing, shipping delays and products.

Responds to customer inquiries regarding orders, changes, cancellations, delivery dates, application of products, and pricing.

Job Requirements:

Experience within a Customer Service/Operations environment, ideally within a FMCG industry

Fluency in English & French, written and verbal.

High degree of customer focus

Proactive and creative approach to problem-solving and complaint handling/escalation

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