

United Arab Emirates Jobs Expertini®

Customer Service Executive Jobs in Dubai | BDP International

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Company: BDP International

Location: , Dubai, United Arab Emirates

Category: other-general

1- Customer Service Executive

Job: Full Time

Location: Burj Al Salam Of. Bldg, Office 1603-1606, Sheikh Zayed Rd – Dubai, DU AE
(Primary), UAE

Job Responsibilities:

Focus on customer engagement, satisfaction, retention and reactivation through high level of service quality, close collaboration with operational and commercial key stakeholders, along with management to optimize the customer experience.

Support customers by providing information, answering questions, considering their suggestions and complaints

Ensure best-in-class customer onboarding.

To focus on continuous improvement of processes and controls, including management of customer complaints, aiming for consistently delivering to the customer.

Advising and consulting customers to ensure customer satisfaction, to maintain own key performance indicators.

Job Requirements:

+3 years of detailed experience of logistics and forwarding operations, pricing, product and customer service mind-set.

Preferable a professional degree by a licensed educational institution specialized in logistics and forwarding.

Computer literacy with Microsoft Software applications and /or other market leading software applications.

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