

## Customer Service Executive Jobs In Sharjah | HTrust Consulting

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Company: HTrust Consulting

Location: sharjah

Category: other-general

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Our Client – A leading firm into Ecommerce fulfilment industry is looking for a Customer Service Executive to liaison between customers and various internal departments to ensure the highest level of client satisfaction by providing exceptional service and support.

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Responsibilities: –

Act as a liaison between customers and various internal departments to address inquiries, resolve issues, and ensure smooth logistics operations.

**Customer Support:** Serve as the main point of contact for clients, addressing inquiries, providing information, and resolving issues related to logistics services, including order tracking, shipment status, and any other customer concerns.

**Order Management:** Coordinates and oversees the end-to-end order management process from placing orders to delivery, ensuring they are completed in a timely and accurate manner. Collaborate with internal teams, such as warehouse and logistics, to optimize order fulfilment and meet client requirements.

**Issue Resolution:** Investigate and resolve client complaints or issue in a timely manner, working closely with relevant departments to identify the root causes and implements corrective actions. Maintains comprehensive documentation of client interactions, problems, and solutions.

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Requirement

**Communication and Coordination:** Effective communication with internal teams including operations, sales, and management to ensure seamless coordination of client requirements and service delivery. Works with cross-functional teams to improve processes and improve client satisfaction.

**Performance Tracking:** Monitors and reports on key performance indicators (KPIs) related to the client service, such as response time, issue resolution and Service Level Agreements (SLAs).

**Continuous Improvement:** Recommends and implements process improvements, automation tools, and best practices to improve overall effective and efficient client service.

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