

## Customer Service Manager Jobs In Dubai 2022 | Informa Markets

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Company: Informa Markets

Location: , Dubai, United Arab Emirates

Category: other-general

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### Job Responsibilities:

Personable, outgoing, and confident in their leadership ability.

Quick thinker and proactive problem-solver.

Willingness to travel.

A self-starter with a high level of enthusiasm and accuracy.

Quick learner who is self-sufficient and uses initiative.

Great attention to detail.

Exceptional multi-tasking skills.

Excellent organizer and able to work in a busy environment.

Flexible, creative and versatile.

Highly self-motivated with exceptional time management.

Salesforce or other CRM experience.

Exceptional prioritizing skills while able to work in an ever-evolving environment.

Ability to deliver quality output on time and work with deadlines/targets.

Good computer skills (Microsoft Office – Excel, Word, PowerPoint).

Please note, this position is Full Time, but you may be required to work extended hours on occasion e.g. when onsite and travel may also be required.

## Job Requirements:

5 years of customer service experience at a Senior Level within the events industry an advantage.

Advantageous to have experience at managing F2F customer service whilst at events.

Proven leadership skills and expertise at managing the performance of others.

Knowledge of Salesforce and Tethr would be an advantage.

Experience of managing teams in regions across EMEA which are outside of UK.

Proven experience in budget setting and cost saving.

Ability to create staff inductions and train new starters.

Proven experience of creating new processes and continuous improvement that has been implemented.

Confident in presenting via Teams and in a F2F capacity with good experience of PPT.

Ability to deal with multiple stakeholders demonstrating strong skills in relationship building with key contacts.

Proven experience in working abroad in B2B exhibitions.

Past experience of working and managing 3rd party contractors/suppliers.

Fluent in English additional language an advantage.

#J-18808-Ljbffr

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