

Customer Service Officer, UAEN Jobs in UAE | Majid Al Futtaim Careers

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Company: Majid Al Futtaim

Location: , , United Arab Emirates

Category: other-general

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Description:

The position is mainly responsible for the day to day smooth operations of the Customer Service Information Desk / booth ensuring that all customer service related activities is carried out in accordance with the prescribed policies and guidelines and the services provided are of the highest level standards to ensure a pleasant customer experience.

Responsibilities:

Maintain a thorough knowledge of the assigned SMBU operating assets (shopping centre's) vis-a-vis amenities/facilities, stores/locations, mall layout and any on-going / upcoming promotional activities including Information Desk / Booths opening and closing hours and procedures.

Ensure smooth day to day operations of the Customer Service Information Desk / Booths under the direction and guidance of Supervisor / Manager Customer Service and in accordance with the established Customer Service guidelines / procedures in order to serve the customers with quality services.

Requirements:

Bachelor's degree in Business Administration / Marketing / Communications / PR or equivalent.

Minimum 4 – 6 years' progressive experience in Customer Service field preferably in a reputed Retail / Hospitality / Event Management companies in GCC.

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