

Customer Support & Services Junior Officer Jobs In Dubai

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Company: Juma Al Majid Holding Group

Location: , Dubai, United Arab Emirates

Category: other-general

Customer Support & Services Junior Officer Jobs In Dubai

Job Description:

Supports and provides service via toll free, e-mails, live chats, and social media to manage the business' relationship with customers.

Performs outbound surveys to ensure customer satisfaction for Sales and After Sales Services.

Generates Sales Leads.

Registers customer details and complaints for sales and service in order to guarantee resolution for customer satisfaction.

Captures customer information, schedules appointments and forward those to the Service Department to assure requested appointments are met.

Utilizes all product, operational and Contact Center trainings provided to identify voice skills and how to enhance a good telephone presentation.

Obtains the status of service requests and service history through Oracle Application and informs the customers.

Job Requirements:

Six months to one year of customer service experience preferred.

Familiarity with Microsoft Office products and general computer keyboard skills; has to have technical and internet expertise.

Friendly and courteous telephone manner required.

Willingness to work on a rotating shift (8:00AM-5:00PM, 09:00AM-6:00PM, 10:00AM-7:00PM, 11:00AM-8:00PM, 8:00AM-8:00PM, 8:00PM-8:00AM) and during holidays.

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