

Job Vacancy

Customer Service Representative

I. COMPANY PROFILE

A boutique furniture store, located in Beirut and offering modern ready home furniture of high quality. It was established in 2017 and has been maintaining a steady growth since then. This growth has been accompanied by a development of the company structure and its team. Currently, the company is looking to expand its team by hiring for a couple of positions among which the Customer Service Representative.

II. ROLE

The Customer Service Representative (CSR) is a key position in the organization, which aims at maintaining an exceptional customer service experience. The job holder shall handle customer complaints and provide appropriate solutions and alternatives, ensure customer satisfaction and provide professional customer support.

III. DUTIES AND RESPONSIBILITIES

- Answer phone calls, respond to customer questions and complaints
- Resolve problems by clarifying the customer's complaint, determine the cause of the problem, select and explain the best solution, follow up to ensure resolution
- Keep records of customer interactions, comments, and complaints
- Communicate and coordinate with colleagues as necessary
- Provide feedback to management on the efficiency of the customer service process.
- Answer questions about terms of sale
- Follow up with other departments to ensure proper customer service is being delivered

IV. REQUIREMENTS in terms of experience, education and competencies

- Bachelor degree in Business or equivalent
- Minimum 3 years of experience as customer support or as a client service representative
- Strong phone contact handling skills and active listening
- Familiarity with CRM systems
- Customer orientation and ability to adapt/respond to different types of characters
- Excellent communication and organizational skills
- Strong computer skills; MS Office (especially Excel)
- Team player with strong follow up skills
- Fluent in Arabic and English, French is a plus

Please send your resume to: info@purplemartin-me.com