



Online Consultant

Job Purpose

Responsible for providing excellent customer service and generating sales leads

Perform duties in accordance with Malia Group Policies and Procedures

Duties & Responsibilities

- Respond within one hour to consumer/shopper daily inquiries and requests while ensuring excellent customer service i.e. orders taking, complaints handling, returns, information tracking...
- Generate sales leads by properly promoting and recommending product(s) to customers; maximize volume and value of sales while dealing with customers
- Perform tele sales by contacting potential or existing customers and inform them about brand/products
- Provide recommendations regarding the improvement of customer sales and retention tools

Schedule:

Monday to Friday from 11:00 till 19:00

Saturday from 10:00 till 15:00

Education

BA in Management or Marketing

Experience

Up to 2 years of experience in customer service/sales

To apply, please send your CV to hr@joinmalia.com