

Abroad study counselors/ CSR



- **Vacancy for:** 4
- **Posted on:** Nov. 30, 2017
- **Deadline:** Dec. 14, 2017, 11:55 p.m.

Basic Job Information

Job Category : Marketing / Advertising / Customer Service
Job Level : Entry Level
Employment Type : Full Time
Job Location : Kathmandu
Offered Salary : Negotiable

Job Specification

Education Level : Under Graduate (Bachelor)
Experience Required : More than or equal to 1 year
Professional Skill Required : Problem Solving Skills, Customer Handling, Communication

Other Specification

- Having a Bachelor's degree in management or equivalent field
 - Experience is preferred but Fresher's are encouraged to apply
 - Working knowledge of application process for destinations such as Australia, USA, Europe among others
 - Cooperate and collaborate with other professionals in enhancing the career and education of students
 - Establishing a relationship of trust with students
 - Plan, implement, maintain and evaluate the systems necessary for the support
 - Report results of the program evaluation that demonstrates outcomes
 - Participate in decision making and in activities, which contribute to the effective operation within the department
 - Proper handling of customer and active listening to understand customer needs
 - Capable of dealing calmly and politely with customers under stressful conditions
 - Ability to make logical and quick decision in difficult situation
 - A team player with problem solving skills
 - Ability to multi-task, prioritize and manage time effectively
 - Ability to withstand criticism and irritated people
 - Excellent written and verbal communication skills
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Job Description

- Handle and process online and telephonic orders
- Mobilize delivery staffs in wise, effective and efficient manner
- Ensure excellent service standards and maintain high customer satisfaction
- Promptly identify and resolve customer issues and follow up to ensure resolution
- Contribute to team effort by accomplishing related results as needed

NOTE:

Salary: Very attractive/ incentives and benefits

Experience: Experience will.be preferred but freshers are encouraged

Applying Procedure

Apply Link : <https://merojob.com/abroad-study-counselors-csr/>

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