



Customer Service Manager

- **Vacancy for:** 1
- **Posted on:** March 23, 2018
- **Deadline:** March 31, 2018, 11:55 p.m.

No. of Vacancies: 1

Job Location: Kathmandu

Job Description:

- To ensure millions of customers at Sastodeal are receiving exceptional customer experience
- Designing and managing customer service life cycle
- Managing and monitoring customer response team & coordinate with other department heads to provide best customer experience
- Establish and Monitor Commercial KPIs
- Coordinate with sales & marketing team to ensure customer growth and repeat customer growth
- Work closely with senior management to design and implement customer retention programs
- Work closely with BI team to keep a close watch on customer behavior, life-cycle, competition, customer psychology, product behavior and make recommendation to senior management
- Take ownership of customer issues to ensure quick & proper solutions are offered

What's expected:

- To be disruptive & innovative
- To lead by example

Qualification / Skill Set Requirement:

- BBA / MBA – specialization in marketing / customer service (preferred) or any related field
- Minimum of 2 years of experience in similar field
- Experience in handling large number of customer base
- Problem-solving ability, ability to handle pressure
- Great understanding of market demands and customer behavior across all demographic & income levels

Job Hours: Sunday to Friday – 9:30 AM to 5:30 PM (any work hours beyond that will be paid in pizza & beer)

TO APPLY:

Please email your Resume / CV along with a Cover Letter to hr@sastodeal.com by **March 31, 2018**. Please mention the position you are applying in the email Subject Line itself.

OR,

Applying Procedure

Apply Link : <https://merojob.com/customer-service-manager-12/>

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