

Customer Service Representative



- **Vacancy for:** 4
- **Posted on:** July 10, 2018
- **Deadline:** July 17, 2018, 11:55 p.m.

Basic Job Information

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

Job Specification

Education Level : Under Graduate (Bachelor)
Experience Required : More than or equal to 1 year

Other Specification

- Having a Bachelor's degree in management or equivalent field
 - Experience in customer service or hospitality industry will be a plus
 - Having good working knowledge of basic computer applications
 - Proper handling of customer and active listening to understand customer needs
 - Demonstrate an audible, friendly, professional and well-mannered speaking voice
 - Capable of dealing calmly and politely with public 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 verbal communication skills in both Nepali and English with all kinds of clients and customers
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Job Description

SCOPE OF ROLE:

Interact with customers to provide and process information in response to inquiries, concerns and request about products and services.

- Answer phone calls and respond to customer inquiries regarding products and services of our clients i.e. member restaurants
- Recommend product or service from among our clients by collecting customer information and analyzing their product and service needs
- 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
- Know the client's products and services and stay updated with the related issues
- Promptly identify and resolve customer issues and follow up to ensure resolution
- Contribute to team effort by accomplishing related results as needed

Specific Requirements:

- Should be willing to work in evening shift
- Should be willing to work in weekends and public holidays
- Having a driving license and personal vehicle is a must

Note:

- We encourage the beginners to apply too
 - Salary: Basic pay along with overtime and night allowances (as per company rule)
 - Full Time: 3, Part Time Evening: 1
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Applying Procedure

Apply Link : <https://merojob.com/customer-service-representative-83/>

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