

# Customer Service Representative



- **Vacancy for:** 6
- **Posted on:** Dec. 14, 2018
- **Deadline:** Dec. 21, 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

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## Job Specification

Education Level : Under Graduate (Bachelor)  
Experience Required : Not Required

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## Job Description

**Duty Timings:** Flexible Duty Hours

**Salary:** Basic pay along with overtime and night allowances (as per company rule)

**Number of vacancy:** (Full Time: 3, Part Time Evening: 3)

### Scope of Role:

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

### Qualification and Skills:

- 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

### Key Roles and Responsibilities:

- 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
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### **Applying Procedure**

Apply Link : <https://merojob.com/customer-service-representative-93/>

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