



## Customer Service Representative (Female)

- **Vacancy for:** 1
- **Posted on:** Sept. 15, 2017
- **Deadline:** Oct. 18, 2017, 11:55 p.m.

### Basic Job Information

Job Category : Secretarial / Front Office / Data Entry  
Job Level : Entry Level  
Employment Type : Full Time  
Job Location : Kathmandu  
Offered Salary : Negotiable

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### Job Specification

Education Level : Higher Secondary (+2/A Levels/Ib)  
Experience Required : Not Required

### Other Specification

- Bachelor's Degree Preferred
  - Proven customer support experience
  - Familiarity with CRM systems and practices
  - Customer orientation and ability to adapt/respond to different types of characters
  - Excellent communication and presentation skills
  - Ability to multi-task, priorities, and manage time effectively
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### Job Description

- Identify and assess customers' needs to achieve satisfaction
  - Build sustainable relationships of trust through open and interactive communication
  - Provide accurate, valid and complete information by using the right methods/tools
  - Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
  - Keep records of customer interactions, process customer accounts, and file documents
  - Follow communication procedures, guidelines, and policies
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### Applying Procedure

Apply Link : <https://merojob.com/customer-service-representative-female-2/>

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