



## Customer Service Specialist

- **Vacancy for:** 2
- **Posted on:** Nov. 24, 2018
- **Deadline:** Dec. 12, 2018, 11:55 p.m.

### Basic Job Information

Job Category : Sales / Public Relations > Sales Support/ assistant, Wholesale/ Retail sales  
Job Level : Entry Level  
Employment Type : Full Time  
Job Location : Sorkhutte, Kathmandu  
Offered Salary : NRs. 15,000.00 Monthly

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### Job Specification

Education Level : Higher Secondary (+2/A Levels/Ib)  
Experience Required : More than or equal to 1 year  
Professional Skill Required : MS Office Suite, Social Media Marketing

### Other Specification

- Proven customer support experience or experience as a client service representative.
  - Track record of over-achieving quota.
  - Strong phone contact handling skills and active listening
  - 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, prioritize, and manage time effectively
  - High school degree
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### Job Description

- Manage large amounts of incoming calls, online social media queries.
  - Generate sales leads.
  - Identify and assess customers' needs to achieve satisfaction
  - Build sustainable relationships and trust with customer accounts through open and interactive communication
  - Provide accurate, valid and complete information by using the right methods/tools
  - Meet personal/customer service team sales targets and call handling quotas.
  - Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution. Keep records of customer interactions, process customer accounts and file documents
  - Follow communication procedures, guidelines and policies.
  - Take the extra mile to engage customers.
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### Applying Procedure

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

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