

Customer Support Associate



- **Vacancy for:** 1
- **Posted on:** May 25, 2018
- **Deadline:** June 9, 2018, 11:55 p.m.

Basic Job Information

Job Category	: Sales / Public Relations
Job Level	: Entry Level
Employment Type	: Full Time
Job Location	: Kathmandu
Offered Salary	: NRs. 18,000 - 20,000 Monthly

Job Specification

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

Other Specification

- A Minimum 1-year experience in B2B sales- preferably from a technology background
 - A bachelor degree in business, marketing or computing
 - Ability to explain complex issues verbally and in writing, in plain language
 - Strong customer focus and experience in providing excellent customer service
 - High level of attention to detail and accuracy
 - Demonstrated ability to work under pressure
 - Ability and willingness to work both in a team as well as autonomously to achieve targets
 - Ability to take a high volume of calls
 - Enthusiasm for learning and development
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Job Description

- Handling customer inquiries and providing them with solutions each day
- Sending follow-up emails on a regular basis
- Trimester wise feedback call and reporting for all the existing tenants
- Provide accurate answers and solutions to customer queries
- Address customer complaints in a compassionate and patient manner
- Develop professional relationships with ongoing customers
- Follow-up with calls on the complaint and/or question resolution
- Collaborate with immediate team and other departments to ensure overall customer and product satisfaction
- Taking Demo and Setup sessions whenever needed

IntroCept Benefits

- Attractive Salary
- Festival Allowance
- Performance bonus
- Free meals
- Develop global reach and networks
- Accredited online learning opportunities
- Team building activities
- Challenging and friendly work environment

Shift: 2 pm- 11 pm and 10 pm-7 am

TO APPLY:

Interested candidates are requested to send their resume and cover letter to careers@introcept.co

OR,

Applying Procedure

Apply Link : <https://merojob.com/customer-support-associate-3/>

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