



Team Lead - Issue Resolution

- **Vacancy for:** 1
- **Posted on:** July 9, 2018
- **Deadline:** July 19, 2018, 11:55 p.m.

Basic Job Information

Job Category	: General Mgmt. / Administration / Operations
Job Level	: Senior Level
Employment Type	: Full Time
Job Location	: Naxal, Kathmandu, Nepal
Offered Salary	: Negotiable

Job Specification

Education Level : Under Graduate (Bachelor)
Experience Required : More than or equal to 2 years

Job Description

- Agent need to coordinate with the customer on their complaint
- Escalate customer complaints to internal department and follow up
- Coordinate with customer on their complaints through calls, SMS OR emails
- Discuss critical and chronic issues with their reporting authority
- Maintain the call quality and productivity as per the set target & ensure company compliance

Qualification required:

- Bachelor's or Master's degree in engineering or business disciplines with minimum 2 years of experience in related field
- Should have good leadership skills, ability to guide junior team members
- Good with Excel, Data Analysis, Reporting and Presentation
- Excellent business communication and correspondence skills
- Excellent Soft Skills: Able to handle irate customer and escalations on emails or calls
- Able to use computers software efficiently including MS Office [Word, Excel, PowerPoint]

What we offer:

- International working environment in a start-up setting, and a unique opportunity to learn from the best in ecommerce and online marketing
- Rigorous training and exposure in team management, leadership, online marketing, business analytics and operations
- The chance to work in a fast-moving, challenging but informal work environment with major international projects
- Opportunity for real career advancement in high worldwide visibility project
- Five days a week (**Monday to Friday**), **9 AM to 6 PM** working hours
- Benefit package: Provident Fund, Gratuity, Fuel Expenses, Mobile top ups and data pack, Accidental Insurance, Employee Discount, Medical Insurance, Full annual health check-up

How to apply:

- Email with your **CV** as an attachment to jobs@daraz.com.np Your email needs to serve as a cover letter
- Include in the subject field of the email the title of the job you are applying for
- If you have been referred by current or past Daraz employees, please mention the referrer's full name and contact information
- Online applicants are requested to attach their updated CV and a cover letter with the mentioned information

OR,

Applying Procedure

Apply Link : <https://merojob.com/team-lead-issue-resolution/>

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