

## Job Description: Customer Service

### Job Summary/Objective:

Responsible for helping customers with complaints and questions, and giving customers information about products and services as well as taking orders, and processing returns.

### Responsibilities & duties:

- Provide excellent and easy to understand support via various support channels (email, phone, chat platforms)
- Identify potential issues and work with both product and support teams to get resolved
- Communicating resolutions clearly, effectively and efficiently to clients
- Identifying and taking ownership of problems, concerns or issues with a customer and working with the customer to mitigate or resolve

### Skills/Attributes required:

- Enthusiastic individual who can listen to customer service issues and then offer a unique and innovative solution to each problem
- Excellent customer service relationship skills
- Strong empathy and ability to understand the customer
- Team player, great work ethic and ability to work in a high paced environment
- Excellent verbal and written English communication skills
- Highly organised and attention to detail
- Experienced with MS Office including Word, Excel, and Outlook
- Experience working with Western companies (preferred)

### Qualifications/Experience required:

- Bachelor degree preferably Business Administration
- 1 - 2 years' experience in Customer Support role