

VACANCY!!!

Job Title	Customer Service Officers
Reporting To	Manager/Senior Manager
Educational Qualification and Experience	<p>A diploma, general education degree or equivalent</p> <ul style="list-style-type: none"> ○ Knowledge of administrative procedures ○ Numerical, oral, and written language applications ○ Product knowledge
Responsibilities and Duties	<ul style="list-style-type: none"> ○ Deal directly with customers either by telephone, electronically or face to face ○ Respond promptly to customers inquiries ○ Handle and resolve customer complaints ○ Obtain and evaluate all relevant information to handle inquiries and complaints ○ Perform customer verification ○ Process orders, forms, applications and requests ○ Direct request and unresolved issues to the designated resource ○ Manage customers' accounts ○ Keep records of customer interactions and transactions ○ Record details of actions taken ○ Manage administration ○ Communicate and coordinate with internal departments ○ Follow up on customer interactions
Competencies	<ul style="list-style-type: none"> ○ Interpersonal skills ○ Communication skills- verbal and written ○ Listening skills ○ Problem analysis and problem solving ○ Attention to detail and accuracy ○ Data collection and ordering ○ Adaptability ○ Initiative ○ Stress tolerance
Working Conditions	Working conditions are normal for an office environment

To apply for the above vacancy, please send your CV and application letter to careers@paylinerresources.com stating the position you are applying for.