



LACHS
Becomes
**Challenge
Handling**



More Cargo Capacity
with
New Warehouse
Opening Soon

Challenge accepted



DESCRIPTION DE FONCTION

FUNCTION TITLE :	<u>Customer Service Representative</u>
DEPARTEMENT :	SALES
Status :	EMPLOYEE
Version :	24.09.2020
Controlled by :	Customer Service Manager/ Commercial Manager
Supervisor of :	NA

Definition :

To act as a liaison, provide product/services information and resolve any emerging problems that our customer accounts might face with accuracy and efficiency.

Responsibilities :

- Genuinely excited to help customers.
- Ensure excellent service standards, respond efficiently to customer inquiries and maintain high customer satisfaction.
- Manage large amounts of emails and incoming calls.
- 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.
- 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.

Job requirements :

- Education :
 - o Minimum requirement: High School Diploma

- Experience Skills and Personal Attributes :
 - o Minimum of 1-3 years' experience in customer support or as a client service representative.
 - o Strong phone contact handling skills and active listening.
 - o Familiarity with ERP/ CRM systems and practices.
 - o Customer orientation and ability to adapt/respond to different types of characters.
 - o Excellent written and verbal communication skills.
 - o Excellent teamwork skills.
 - o Open minded and willing to learn.
 - o Energetic with strong work ethic.
 - o Ability to multi-task, prioritize, and manage time effectively.
 - o Fluent in English(basic) is a must.