



<https://www.rootsegypt.com/job/customer-services-officer/>

Customer services officer

Description

CS SOP:

- Communicate with stakeholders via phone, email, CRM and Whatsapp.
- Provide knowledgeable answers to questions about product, pricing and availability.
- Work with internal departments to meet stakeholder needs
- Data entry in various platforms
- Adheres to SOP's.

Backend SOP:

- Excellent data entry skills and English language.
- Excellent phone etiquette and excellent verbal, written, and interpersonal skills
- Ability to multi-task, organize, and prioritize work.
- Highly Alert and ready to spot any item, or route issues via GPS.
- Types 50 words per minute. Can multitask on multiple windows and mobile.
- Is able to switch from Arabic to English fast.

QC SOP:

- Quality control over all products done according to QC SOP.
- Instant fixing if needed according to SOP.
- Fast and Accurate

Hiring organization

Roots Management Consultants on
Behalf of Customer

Employment Type

Full-time

Date posted

September 4, 2023