

**JOB PROFILE FORM**

# Customer Service Representative

**HIRING PROFILE****Job Responsibilities**

*Describe the job role and the day to day tasks involved.*

- This position will be the first point of call for all customer enquiries over email, chat and phone
- Multitasking with tools to communicate with customers
- Manage customer feedback, complaints and be able to diagnose issues and resolve problems
- Learn and obtain knowledge on our products and offerings and be able to adjust to an environment that's changing rapidly
- Be able to work independently and also as a part of a team, reaching out for help as it is needed
- and/or reach out for help if it is needed.

**Qualifications**

*Describe the qualifications the staff must have in terms of skills and capabilities*

- Strong customer service skills and must enjoy daily contact with clients via phone, email, and chat
- 1 to 3 years of relevant experience in sales, call centers, or customer service
- Experienced in using internet-based chat, instant messaging and related communications tools
- Excellent written and verbal communications
- Must be proficient in typing quickly and accurately
- Responsible, respectful, passionate, patient, great with co-workers and customers, team-work spirit, ability to multi-task and work under-pressure.