

Job Description

Job Title: Customer Service Executive

Date: ASAP

Reporting to: Customer Service Lead

Location: Hybrid

Overview

Prioclen LTD is a fast-growing Nigerian based management consulting firm with its head-quarters in Abuja Nigeria. We have a forte in providing strategic consultancy and advisory services to organizations private, governmental and individual firms, by creating and integrating information technology solutions to enhance their service delivery and ensure sustainable growth and development in niche-based brands to these individuals/ organizations.

Purpose

We are looking for a qualified Customer Service Executive who will offer excellent customer service and after-sales support and oversee the customer service provided by the team.

To be successful as a customer support executive, you should display excellent interpersonal and communication skills as well as a professional appearance. These skills will prove invaluable when mentoring the representatives in your team and mediating with customers. An outstanding customer support executive should possess a proven track record of successful customer service and management skills.

Responsibilities

- Managing a team of representatives offering customer support.
- Overseeing the customer service process.
- Resolving customer complaints brought to your attention.
- Creating policies and procedures.
- Planning the training and standardization of service delivery.
- Selecting and hiring new staff.
- Monitoring the work of individual representatives and of the team.
- Conducting quality assurance surveys with customers and providing feedback to the staff.
- Possessing excellent product knowledge to enhance customer support.
- Maintaining a pleasant working environment for your team

- To provide a proactive customer care service in a professional and courteous manner to the allocated clients
- Providing first line support to clients
- Interpreting client data, escalating queries and seeing these through to a resolution
- Liaising with other departments to solve queries
- Ensuring all communication with clients is recorded accurately using our online tool (CRM)
- Guiding clients on software to enable them to act more autonomously
- Process and raise required requests/transactions and make strategic decisions to service customer requirements
- Be the daily first point of contact for payment queries from third party suppliers
- Ensure that any weekly reconciliation queries are received and resolved on a weekly basis and to the agreed SLA's
- Calculate and raise any credits or debits to third party suppliers/retailers as a result of weekly reconciliation files or sundry payment reports.

Requirements:

Essential

- A bachelor's degree in administration or a related field.
- A minimum of 2-4 years' experience.

Skills

- Excellent interpersonal and written and oral communication skills.
- Ability to lead a team.
- Computer skills
- Knowledge of CRM systems.

Desired

- Knowledge of mediation and conflict resolution techniques is preferable.

Summary Terms and Conditions

Contract: 12-month fixed term contract

Salary: Attractive Salary

Annual leave: 22 days holidays per annum pro rata excluding public holidays

Pension: Minimum 10% Employer contribution with minimum 8% Employee contribution

Healthcare: Company scheme subject to terms and conditions.

Life assurance: Company life assurance scheme.

Location: Abuja Nigeria

Notes: This post will be subject to background checks. A full statement of the main terms and conditions of employment will be supplied with any formal offer of employment. This job description does not form part of your contract of employment.

How to apply

To apply for this job opportunity, please send a CV and covering letter to recruitment@prioclen.com

Unfortunately, because of the volume of applications we are likely to receive we regret that we are unable to respond to every unsuccessful applicant. If we have not made contact with you within 2 weeks of the closing date you have not been selected for interview on this occasion.