

CUSTOMER SERVICE EXECUTIVE, INTERNET & RETAIL SALES

Job Description

- Provide good/excellent response and service for ecommerce/retail consumers
- Provide customers with solutions without compromising the integrity of the organization or staff
- Resolve issues/situations thoroughly and meet/exceed expectations set with changes to business environment
- Determine relative level of customer satisfaction (internal & external)
- Communicate clearly to customers via email or phone

Job Requirements

- Minimum 'A' level or Diploma
- Minimum 3 years' experience in customer service
- Knowledge of customer service and ecommerce an added advantage
- Personal attributes and ability to 'want to serve'
- Positive attitude and desire to learn processes and systems
- Strong personal and influencing skills to build good relationship with customers and, where possible, influence their thinking on Crocs brand
- Ability to probe and identify/analyze consumer needs and develop solution to issues
- High degree of maturity and tact in dealing with consumers
- Telephone etiquette and customer service call handling skills are essential
- Ability to multi-task and adapt to changes
- Those who do not have the required educational qualification/ min years of relevant experience but meet all other requirements are welcome to apply for Customer Service Assistant position