

## JOB DESCRIPTION

### Customer Services / Reception / Marketing

<b>Name</b>		<b>Form Ref</b>	
<b>Reports to</b>			

#### Objective:

A problem solver with excellent public relations skills and an ongoing commitment to professionalism, customer satisfaction and customer's account retention.

#### KPI's and weighting

1	Customer's satisfaction	30%
2	Sales Generation /retention	25%
3	Answer telephone enquiries	15%
4	Handling customers complaints	10%
5	Monitoring of sales	10%
6	Assist quotation & Invoicing	5%
7	Assist Implementing policies & procedures	5%

#### Basic Skills

Handling all aspects of the Customer Service including but not limited answering general questions and phone calls, sending and receiving faxes, making copies, correspondence

- deal directly with customers either by telephone, electronically or face to face
- respond promptly to customer enquiries
- handle and resolve customer complaints
- obtain and evaluate all relevant information to handle enquiries and complaints
- process orders, forms, applications and requests
- direct requests and unresolved issues to the designated resource
- manage customers' accounts
- keep records of customer interactions and transactions
- record details of inquiries, comments and complaints
- record details of actions taken
- manage administration
- communicate and coordinate with internal departments
- follow up on customer interactions
- 2 – 5 years experience in customer service
- Bachelor's Degree

## Key Responsibilities:

<b>Administration</b>	<ul style="list-style-type: none"> <li>▪ Administrate orders</li> <li>▪ Processing &amp; tracking orders</li> <li>▪ Correspondence</li> <li>▪ Handling PO's</li> </ul>
<b>Customer Relationship Management (CRM)</b>	<ul style="list-style-type: none"> <li>▪ database entry and maintenance, analytics</li> <li>▪ document all action and responses in customer database</li> <li>▪ Problem analysis and problem solving</li> <li>▪ Dealing with different types of people</li> <li>▪ Knowing what kind of customer they are, what they want and care about them</li> </ul>
<b>Voice of the Customer</b>	<ul style="list-style-type: none"> <li>▪ recording of complaints and customer feedback,</li> <li>▪ conducting customer satisfaction surveys</li> </ul>
<b>Internal Customers</b>	<ul style="list-style-type: none"> <li>▪ liaison of business functions; sales, marketing, distribution, accounts etc.</li> </ul>
<b>Policy/System</b>	<ul style="list-style-type: none"> <li>▪ Adhere to all company policies, procedures and business ethic codes.</li> </ul>
<b>Accounts</b>	<ul style="list-style-type: none"> <li>▪ Assist in making invoices &amp; quotation</li> </ul>
<b>Information</b>	<ul style="list-style-type: none"> <li>▪ Access to all information as required to perform the work</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>▪ As required</li> </ul>

	Employee	Supervisor	Manager	Accounts/HR
<b>Name</b>				
<b>Date</b>				
<b>Signature</b>				