

## Client Support Service Officer

[Apply Now](#)

Company: Fuzu

Location: Nigeria

Category: office-and-administrative-support

### Job Summary

Contract Type:

Sign up to view job details.

### Qualifications

Candidates should possess and HND or B.Sc Degree with 1-2 years experience.

### Responsibilities

Maintain orderliness within the reception area, ensuring no loitering (Ad-Hoc)

Manage the Helpdesk and attend to requests from walk-in prospects and Clients, limiting their time spent to 15 minutes (Ad-Hoc)

Ensure Enquiries and Helpdesk report is up to date (Ad-Hoc & Weekly)

Monitor client enquiries via mail, phone, LifeChat and social sites ensuring quality of response and timeliness of resolution (Ad-Hoc)

Closely monitor all Client complaints and log in the incident log (Ad-Hoc)

Coordinate other departments towards the resolution of incidents involving Clients, ensuring that all the necessary action is taken decisively and activities are logged in the incident report (Ad-Hoc & Weekly)

Conduct Client Satisfaction surveys after complain resolution and log all activities in Retention report (Ad-Hoc & Weekly)

Conduct Client Satisfaction surveys on newly-acquired transactions (Ad-Hoc)

Monitor recent transactions to ensure familiarity and continued usage of the service offerings (Ad-Hoc & Monthly)

Conduct Client Satisfaction surveys for recently matured transactions (Ad-Hoc & Weekly)

Conduct Client dissatisfaction survey for failed/Unsuccessful transactions (Ad-Hoc & Weekly)

Maintaining and growing client relationships, and managing client expectations through interaction with account managers (Ad-Hoc)

Keeping notes of repeated incidences for the purpose of prompt attention and future management/client actions (Ad-Hoc)

Contribute to the creation and evaluation of clear plans for key accounts, outlining increasingly strategic initiatives with forecasts for increased client penetration and revenue (Ad-Hoc, Monthly, & Quarterly)

Attending client feedback and departmental process review meetings; to inform HODs on feedback on client interaction and other day to day activities (Ad-Hoc)

Take minutes of general and committee meetings involving Rosabon Financial Services (Ad-Hoc)

Contribute to the continuous improvement of internal process (Ad-Hoc)

Contribute to the planning and implementation of events that directly and indirectly concern Clients (Ad-Hoc)

Contact client to invite them and confirm their attendance for events (Ad-Hoc & Monthly)

Contact client with returned Cheques for follow up and obtain information on their repayment plan via phone calls and Emails (Ad-Hoc).

[Apply Now](#)

## Cross References and Citations:

1. Client Support Service Officer [AtlantajobsearchJobs NigeriaAtlantajobsearch](#) ↗
2. Client Support Service Officer [Nzjobs Jobs NigeriaNzjobs](#) ↗
3. Client Support Service Officer [Physicsjobs Jobs NigeriaPhysicsjobs](#) ↗
4. Client Support Service Officer [Jobsmyanmar Jobs NigeriaJobsmyanmar](#) ↗
5. Client Support Service Officer [Developerjobs Jobs NigeriaDeveloperjobs](#) ↗
6. Client Support Service Officer [Southafricajobs Jobs NigeriaSouthafricajobs](#) ↗
7. Client Support Service Officer [Seekingjobs Jobs NigeriaSeekingjobs](#) ↗
8. Client Support Service Officer [Jobsinnigeria Jobs NigeriaJobsinnigeria](#) ↗
9. Client Support Service Officer [Businessjobs Jobs NigeriaBusinessjobs](#) ↗
10. Client Support Service Officer [Seasonaljobs Jobs NigeriaSeasonaljobs](#) ↗
11. Client Support Service Officer [Argentinajobs Jobs NigeriaArgentinajobs](#) ↗
12. Client Support Service Officer [Ophthalmologistjobs Jobs Nigeria Ophthalmologistjobs](#) ↗
13. Client Support Service Officer [HongkongjobsJobs NigeriaHongkongjobs](#) ↗
14. Client Support Service Officer [SearchaustralianjobsJobs Nigeria Searchaustralianjobs](#) ↗
15. Client Support Service Officer [HospitalityjobsJobs NigeriaHospitalityjobs](#) ↗
16. Client Support Service Officer [EmploymentnowJobs NigeriaEmploymentnow](#) ↗
17. Client Support Service Officer [RiskmanagementjobsJobs Nigeria Riskmanagementjobs](#) ↗
18. Client Support Service Officer [ForestjobsJobs NigeriaForestjobs](#) ↗
19. Client support service officer [Jobs Nigeria](#) ↗
20. AMP Version of Client support service officer  ↗
21. Client support service officer [Nigeria Jobs](#) ↗
22. Client support service officer [JobsNigeria](#) ↗
23. Client support service officer [Job Search](#) ↗
24. Client support service officer [Search](#) ↗
25. Client support service officer [Find Jobs](#) ↗

