

Customer Care Officer

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Company: Catilas Resources Limited

Location: Nigeria

Category: office-and-administrative-support

Job Summary

Catilas Resources Limited on behalf of our client, a leading commercial Bank urgently needs the services of **Customer Care Officer**. The ideal candidate should possess the following responsibilities:

Handling Inquiries:

Responding to customer inquiries via phone, email, one-on-one, chat, or social media.

Providing information about products, services, policies, and procedures.

Issue Resolution:

Resolving customer problems and complaints efficiently and effectively.

Investigating issues, identifying root causes, and implementing solutions.

Technical Support:

Assisting customers with technical issues related to products or services.

Troubleshooting problems and guiding customers through step-by-step solutions.

Order Processing:

Assisting with order placement, tracking, and processing.

Addressing issues related to shipping, returns, and refunds.

Customer Education:

Educating customers on product features, benefits, and usage.

Providing guidance on maximizing the value of products or services.

Maintaining Customer Records:

Updating and maintaining accurate customer information in the company's database.

Documenting customer interactions, feedback, and resolutions.

Cross-Selling and Up-Selling:

Identifying opportunities to promote additional products or services.

Recommending upgrades or complementary items to enhance the customer experience.

Communication Skills:

Communicating effectively and professionally with customers.

Ensuring clear and concise communication to avoid misunderstandings.

Collaboration with Other Departments:

Coordinating with other departments to resolve complex issues.

Providing feedback to improve products, services, or processes.

Meeting Service Metrics:

Achieving performance metrics such as response time, resolution time, and customer satisfaction.

Striving to meet or exceed established service level agreements.

Continuous Improvement:

Identifying areas for process improvement and suggesting enhancements.

Staying updated on product knowledge and industry trends

Maintaining a Positive Customer Experience:

Ensuring a positive and empathetic customer experience throughout interactions.

Going the extra mile to exceed customer expectations and build loyalty.

Requirements

Must have OND in any field with a minimum of Lower Credit.

Cash handling experience is an added advantage.

Exceptional time management, communication, and customer service skills.

High level of accountability, efficiency, and accuracy.

Excellent knowledge of MS Office (especially Excel and Word).

Integrity.

Strong communication and people skills.

Location Nationwide

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