

## Customer Service Representative

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Company: LDD Consulting Ltd

Location: Lagos

Category: office-and-administrative-support

**Job brief**We are looking for a customer-oriented service

representative.**Responsibilities**Customer Service Responsibilities

**list:**Manage large amounts of incoming callsGenerate sales leadsIdentify and assess

customers' needs to achieve satisfactionBuild sustainable relationships and trust with

customer accounts through open and interactive communicationProvide accurate, valid and

complete information by using the right methods/toolsMeet personal/customer service

team sales targets and call handling quotasHandle customer complaints, provide appropriate

solutions and alternatives within the time limits; follow up to ensure resolutionKeep records

of customer interactions, process customer accounts, and file documentsFollow

communication procedures, guidelines, and policiesTake the extra mile to engage

customers**Requirements**Proven customer support experience or experience as a Client

Service RepresentativeTrack record of over-achieving quotaStrong phone contact handling

skills and active listeningFamiliarity with CRM systems and practicesCustomer orientation

and ability to adapt/respond to different types of charactersExcellent communication and

presentation skillsAbility to multi-task, prioritize, and manage time effectivelyHigh school

degree. **Skillset Required:** customer support experience, training skill, crm - customer

relationship mgmt,customer satisfaction, customer focused,customer service skill, providing

customer service, greeting customers, Team Management

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