

Sales/Customer Support Associate

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Company: Staffaro

Location: Nigeria

Category: computer-and-mathematical

Staffaro is a leading Human Resources company looking to hire a Sales/Customer Support Associate who will play a critical role in overseeing and optimizing day-to-day operations. You will be responsible for managing teams of cleaning professionals, ensuring the highest standards of service delivery, and driving operational efficiency. This role requires strong leadership and management skills, attention to detail, and the ability to thrive in a fast-paced, customer-focused environment.

Responsibilities

Customer Service and Sales Scheduling & updating bookings, cleaner schedules, job changes, job invitations, and daily/weekly schedules

Handling customer complaints, issues, follow up calls and soliciting positive online reviews

Taking inbound calls and booking appointments

Cleaner management: Manage subcontractors, ensuring their adherence to company standards, policies, and procedures.

Manage contractor schedules, assignments, and performance evaluations to optimize efficiency and productivity.

Operations oversight Monitor and maintain quality control standards, ensuring

consistent delivery of exceptional cleaning services to clients.

Creating and Updating Standard Operating Procedures

Training and development Develop and implement training programs for cleaning staff, focusing on best practices, safety guidelines, and customer service skills.

Requirements

Minimum 1 year experience working in sales, operations coordination and customer service at a local service business

3+ years of experience in operations, preferably with experience in the cleaning industry/ local service business

Detail-oriented, self-motivated, and great at problem-solving

Proficiency in using technology and software applications for scheduling and reporting (for ex. Launch27, Booking Koala or Jobber or similar)

Strong leadership skills with the ability to effectively manage and motivate a diverse team.

Organized, Proactive, and a Fast Learner

To apply, please send in your CV and a voice recording (highlighting your work experiences) from to

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