

## Telesales - Onboarding Specialist

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Company: Fuzu

Location: Nigeria

Category: arts-design-entertainment-sports-and-media

### Job Summary

Contract Type:

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### Requirements

A HND / Bachelor's Degree with at least 1 year+ Customer Service Experience

Adaptability, willingness to learn new skills, and commitment to exceptional delivery

Excellent written and verbal communication skills

Excellent research abilities and a willingness to grow

Strong problem-solving and analytical skills

Attention to detail

High self-initiative

### Responsibilities

We are looking for a creative Customer Service Officer to join a versatile team and help achieve our objectives.

As an Onboarding specialist, you will be tasked with implementing, supporting, and managing all member accounts and query activities as well as collaborating with other departments to contribute to the overall success of the Organization.

Check-in on members onboarding journey to identify blockages to approve the member

Liaise with respective teams and partners to ensure all members' requests, open transactions, and complaints are managed through an effective resolution process

Ensure members are enabled to complete the sign-up process.

Effectively provide product information/demonstration to prospective and new members when requested.

Gather product feedback and communicate to relevant stakeholders.

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