

Customer Service Officer

Description

Responsible for managing online and occasional walk-in orders, manages relationships with customers to ensure satisfactory service delivery. Responsible for creating engaging content on social media platforms and developing social media strategies to drive sales. Maintains records of daily transactions and updates customer database.

Responsibilities

- Respond to incoming calls, emails, and customer requests and inquiries on social media pages.
- Welcome and attend to walk-in customers.
- Receive customers' orders and relate the order specification to the production team (Head Baker).
- Prepare and send invoices to customers for orders placed.
- Ensure completed orders meet the customers' specifications by comparing the order specifications to the completed order.
- Confirm payments made for customers' orders before processing orders.
- Take pictures of all completed orders and archive them.
- Conduct after-sales follow-ups to get feedback from customers.
- Investigate and resolve or escalate customer complaints regarding product quality, services, or delivery.
- Establish relationships with customers to upsell to them.
- Arrange and ensure orders due for delivery align with orders sent out to customers when requested.
- Keep up to date with competitors and trends in the industry and share relevant information with the management that may help with the overall growth strategy.

Administrative Duties

- Keep an updated record of daily orders.
- Maintain and update the customer database.
- Create end-of-day reports on orders received and sales made.
- Keep a record of customer issues that require refunds and ensure that the refunds are processed promptly.

Social Media Management

- Create content (take pictures and shoot videos) using design applications when necessary and post them on social media to engage customers and drive product sales.

Technical Requirements

- Good social media management skills.

Hiring organization

HReade Limited

Employment Type

Full-time

Industry

Food and Beverage Services

Job Location

Lekki

Date posted

May 1, 2023

- Proficient in the use of Microsoft office tools.
- Skilled in the use of Canva.

Knowledge Requirements

- Knowledge of the use of CRM tools.

Education

- Bachelor's degree from an accredited university.

Experience

- 2-3 years post-NYSC experience in a customer service role or similar role.

Skills

- Highly organized.
- Detail-oriented.
- Exceptional Interpersonal skills.
- Excellent communication skills.
- Conflict resolution and problem-solving skills.
- Persuading and influencing.
- Writing and reporting.
- Solution-oriented and customer-focused.
- Presenting and communicating information.
- Analyzing information.