Customer Service

* Receive and record all customer disputes and other feedback type received by any means necessary as long as the right data is provided.
* Assessing the risk level of all cases
* Resolving all cases by referring to all KHDA relevant laws.
* Investigating low and medium risk disputes and producing good quality, timely decisions.
* Assigning high risk disputes to the concerned department.
* Liaison with key teams across KHDA departments to progress investigations to resolution.
* To undertake customer satisfaction by contacting previous complainants for their comments on the procedure and the way in which the complaint was dealt with. Conduct Customer satisfaction surveys as required.
* To ensure customer confidentiality during and after handling their cases.

**Qualifications**

* UAE National Fresh Graduates
* Higher Diploma/Bachelor's in Business Administration
* Communication Skills