

## **Customer Service Manager**

Smarter Gifter is a new start-up project with futuristic shopping model as the vision. The innovation is to connect existing diverse digital and information technology of our prospective business partners/vendors to our end-user customers.

Our group is seeking an experienced Customer Service manager with I.T knowledge to help improve our app and its end user experience. As our app is primarily a front-end user experience, we would like to ensure end users are satisfied with the app and its simplicity in using it.

The successful candidate would be responsible for maintaining customer support and obtaining feedback on improvements that can be made with the App.

You would report to the Business Development Manager and provide feedback on improvements and bugs to the Chief Technology Officer.

You would be responsible for a small team of Customer support agents.

### **Key Responsibilities:**

- Delivering a comprehensive service to enquiring customers
- Possibly delegating certain customer enquiries to specific teams
- Managing a large number of incoming calls and emails
- Keeping a record of customer interaction and details of actions taken
- Communicating with internal teams to discuss KPI's
- Generating sales leads, building sustainable relationships where necessary
- Reporting back on results

### **Key Requirements:**

- Excellent verbal and written communication skills
- The ability to maintain calm under pressure
- A thorough knowledge of the product or service the company they work for is offering
- Efficiency and organisational skills
- Administrative skills
- Computer literacy to type up reports, results, and details of customer interaction

### **Interested in Applying?**

Please email our recruitment department for more information.

Please send your resume and a one-page cover letter to the link below.