**Flexi Personnel**

**Part Time Customer Service Associate**

**Location: Nairobi**

**Industry: Service**

**Job Responsibilities**

- Moderating and screening written user content on profiles
- Moderating and screening user submitted photos

**Job Qualifications**
- A passion for Customer Service with outstanding problem-solving skills, documentation skills, quality focus, as well as information analysis skills.
- Ability to work with multiple tabs and multiple browsers efficiently in a web browser-based support system - **speed and accuracy are important**
- Ability to thrive in a multitasking environment and can adjust priorities on the fly.
- Ability to respond promptly and prioritize workload effectively based on the needs of customers.
- Keen attention to detail and effective time management skills
- Eager to learn, adapt and collaborate  at all levels.
- Outstanding work ethics (reliable, motivated, professional and ability to work under minimum supervision)
- Ability to handle pressure/stress, handle responses to criticism tactfully and maintain a professional demeanor.
- Ability to escalate issues through the appropriate channels - we thrive on feedback.
- Readiness to work in the dating sphere

**Job Requirements**
- K.C.S.E Minimum of a B-
- 1st year or Second Year student in a public university taking a Bachelor's Degree.
- An exceptional level of computer literacy especially in MS office.
- Advanced fluency in English both written and verbal - **Knowledge of foreign languages will be an added advantage.**
- Ability to work in shifts, as we are open 24 hours per day/7 days per week/365 days a year currently with the following shifts available: 7am to 3 pm , 3 pm to 11 pm and 11pm to 7 am.

**Apply through <u>Flexi Personnel ATS</u> or send your CV to  <u>recruit@flexi-personnel.com</u> by 19th September 2022 indicating Student Customer Service Associate as the email subject.**

**NB: Flexi Personnel does not charge candidates for job placement**

**Clearly indicate the exact position (Student Customer Service Associate) applied for and your minimum daily wage expectation on the subject line.**