**Customer Service Representative**

Reporting to (Head of Contact Manager)

Europe's leading online grocery delivery service. Using technology to deliver weekly shopping (17 000 SKUs) in less than three hours in 15 minute time slots, saving our customers time and giving them freedom and flexibility.

The world needs a better food system, one that is more sustainable, more inclusive and which brings healthier and more personalised food to all. Rohlik Group is leading this change. In every city we carefully select the best quality and freshest local produce to save our customers time; from butchers to bakery, and fresh produce directly from farmers via our unique Farm-to-Door program. We carry all the favourite brands, plus a range of affordable own-label products, so our customers don’t miss out on what they love.

**Role Overview**

Receives direct or indirect inquiries from customers by phone and other communication channels (e-mail, text message, chat, social media etc.). Handles complaints, requests, provides information to customers about products, Kifli’s services or procedures. Ensuring that Kifli.hu customers can use our service with the greatest satisfaction.

* Comprehensive handling of complaints, requests, comments, inquiries received from customers through any customer handling channel (phone, email, chat, social media, etc.) in accordance with quantitative and qualitative requirements.
* Defining customer needs and complaints, recording, and administering events in CRM and customer management systems; where appropriate, delegating the task to other departments.
* Make outgoing calls to perform tasks related to customers and partners.
* Make outgoing calls to measure customer satisfaction.
* Consulting, assistance, providing information of services and products of Kifli.hu.
* Handling requests and complaints related to invoicing, payment, control of financial transactions.
* Knowledge and use of the e-commerce system used by Kifli.hu.
* Mandatory use of applications already implemented and to be introduced in the future to solve customer needs and trace customer history, by meeting the required qualitative and quantitative requirements according to current processes.
* Compliance with the requirements and expectations of the current quantitative and qualitative evaluation system, as well as with the expectations indicated as the form of conduct to be followed.
* Undertake any overtime that may be required to meet tasks and deadlines and KPIs.

**What we expect from you**

* You have excellent communication skills
* You are a good problem solver
* You learn quickly
* You have experience in customer management and sales areas
* You have already worked in a call centre
* You can meet deadlines; understand the processes quickly and you have ideas on how to make a process better and more efficient
* You have experience in the FMCG sector

**What we look for**

We are looking for a colleague who:

* Will do their best for the customers.
* Has positive thinking personality.
* Who is enthusiastic and purposeful.
* Speaks at least intermediate English.
* Has a minimum secondary education.
* You have user-level computer skills (Microsoft Office; Google).

**KPI’s typical for the position**

Team and Individual level quantitative and qualitative measurement:

* Service Level (80%/20sec)
* Average Waiting Time in IVR (20sec)
* Average Answer Time for Emails (3 hours)
* Average Answer Time for Chats (2 minutes)
* Customer Satisfaction Score (95%)
* Quality evaluations

**What we offer**

* Your work will have a direct impact on the company's results
* We will implement your good ideas almost immediately – not waiting for the approval of the headquarters somewhere in the world
* You will not be bound by corporate processes
* Your work has to be innovative and meaningful, we do not want to follow trends, but set them
* Last but not least, we mainly offer a fair reward and the possibility of professional growth and education, also a great bunch of people around and a legendary corporate events

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