



WE ARE HIRING

CUSTOMER SERVICE EXECUTIVE

JOB RESPONSIBILITIES:

- To maintain a positive and professional attitude and response toward customers at all times.
- To handle all types of complaints using the concept of one-face-to-customer from all channels.
- To liaise with internal logistics or third-party logistics in resolving all complaints on pre and post-delivery issues, including but not limited to last mile delivery reporting.
- To liaise with respective HOD to respond promptly to enquiries from social media or online platforms about product information, pricing, availability, etc.
- To resolve customer issues on ordering, promotion code and payment to ensure the orders are captured correctly and products are delivered promptly.
- To keep records of customer interactions, transactions, comments, complaints, action plan taken and turnaround time to resolve the complaint and submit the report to superior for productivity improvements.
- Responsible to monitor and resolve any return requests from customers.
- Responsible to handle, recording and response promptly for all in-coming calls, emails and instant messaging from customers.
- To manage the offline order processing, i.e. create Sales Order for all offline customers, including but not limited to Key Accounts, Key Wholesales, baby stores and staff sales.

JOB REQUIREMENTS:

- Candidates must be a local/citizen of Indonesia, and are currently residing in Indonesia
- Candidates must possess at least a Degree or higher in Customer Service or equivalent qualifications.
- At least 2 years of working experience as customer service for FMCG industry.
- Good understanding of the business requirements in Indonesia, i.e. local government regulations.
- Proficient in English and in the Indonesian language (read, write and spoken).

Kindly send your CV to jasvinder@sedaniainnovator.com