

## Job Title: Customer Service

We're looking for a dynamic person to fill our Customer Service Representative position. You'll be the first point of contact customers interact with, so we need a professional with an upbeat personality.

### Responsibilities and Duties

Your main tasks will be:

- Managing incoming calls, emails, and customer service inquiries
- Identifying customer needs and helping customers use specific features
- Analyzing and reporting product malfunctions
- Updating our internal databases with status reports
- Meeting your targets and contributing to team targets

### Qualifications, Skills, and Competencies

As the bearer of our company's image, you need to have:

- At least a diploma or equivalent; bachelor's degree preferred
- 1-2 years experience in a customer service role
- Outstanding communication and interpersonal skills
- Problem-solving and decision-making abilities
- Flexibility to work in shifts

### Necessary Experience

Having experience in customer service or a related field is desirable. Experience using CRM systems is a plus, but we are willing to train.

### Additional Requirements

It would be convenient if you:

- Are open to working weekends and holidays
- Speak more than one language (not preferred, but a plus)

### Benefits and Perks

By joining our team, you'll not only be part of an exciting journey, but you'll also enjoy:

- A competitive salary based on experience
- Incentives based on performance
- Paid vacations and holidays

# Job Description For Customer Service Officer

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