

VACANCY

Eshi Express aspires to become a symbol of possibility, we want to represent what is insanely possible in the African continent. Eshi means yes in the Geez language. We've been saying yes to new possibilities since 2017!:))

Our mission is to reduce the high cost of transportation in Ethiopia by 50%, lower prices of goods and help companies grow without any additional cost to them.

If our mission excites you and you are passionate about making a difference then we have a great opportunity for you to join our exciting team.

Post: Customer Service Officer

Responsibilities

- Answering phones from customers professionally and responding to customer inquiries and complaints.
- Taking Orders and accurately logging them on the dispatch app.
- Tracking orders a customer might inquire about.
- Following up on delayed orders and escalating to the ops team as needed
- Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives.
- Making outbound calls to address complaints, gather survey data, and inform them about the company's new services and policies
- Review customer or client accounts, providing updates and information about billing, shipping, warranties and other account items
- Collaborate with other call centre professionals to improve customer service

Education, Experience and Training

Required Qualification: A diploma and at least one year of experience in Customer service and related fields are preferable.

Working Days & Hours

Monday to Friday: 01:29 - 11:59 (LT)

Saturday: 01:29 - 10:59 (LT)

Professional Attributes:

1. Location know-how
2. Time management skills
3. Team building
4. Communications skills
5. Computer skills including the ability to operate computerized spreadsheet and word processing programs at a highly proficient level
6. Analytical thinking
7. Customer Service Skills
8. Handling a high-intensity operation environment
9. Flexibility to work where needed
10. Attention to detail
11. Organizational skill

Salary: Negotiable

Deadline: December 31/2024

Terms of Employment: Permanent

Submit your CV to contact@eshiexpress.com

For enquiries call 670

Only short-listed candidates will be contacted.