Role: Client Communications Rep

Company: REDA Logistics
Job Type: Remote, Full-time
Working Days: Monday - Saturday
Working Hours: 8:00am - until deliveries are done
Salary: ~~₦~~50k/mo

About REDA Logistics

REDA Logistics is a last-mile delivery company that helps businesses deliver products to their customers reliably and professionally.

We work with vendors who care deeply about customer experience.
Because of this, **communication matters as much as delivery itself.**

Our clients are added to WhatsApp groups where deliveries are coordinated in real time.
This allows for speed, clarity, and quick issue resolution—but only when managed properly.

That is where this role comes in.

Role Overview

The Client Communications Rep manages **all client-facing communication during deliveries.**

You will be the communication link between **clients and riders**. Passing information back and forth primarily on WhatsApp group chats. Each client has a dedicated group chat for all work communication.

For this role, we need someone who is active on WhastApp and can handle being in multiple group chats and the various communications going on in them.

The role requires someone who is **active, attentive, and able to handle multiple conversations simultaneously.**

Your job is to ensure deliveries move smoothly, issues are handled quickly, and REDA is always represented professionally.

It requires **attention, good judgment, and maturity.**

It is not just about replying messages—it is about **thinking, deciding, and communicating well.**

Key Responsibilities

- Manage multiple client WhatsApp group chats.
- Share real-time delivery updates with clients.
- Communicate rider feedback to clients clearly and professionally.
- Relay client instructions and updates back to riders accurately.
- Handle delivery issues calmly and tactfully.
- De-escalate tense situations without damaging client relationships.
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- Give Delivered Updates to clients.
- Ensure REDA maintains a professional tone and image in all communications.

Requirements

- Highly responsive and attentive to detail.
- Excellent written communication (WhatsApp-focused).

- Able to work under pressure and manage multiple chats simultaneously.
- Mature, discreet, and able to apply good judgment without supervision.
- Stable electricity or reliable backup power.
- Good internet access
- A phone that can handle multiple WhatsApp groups and messages. **VERY IMPORTANT.**

Working Hours

- Official start: **8:00am, Mon - Sat.**
- Core activity: **8am – 1pm (peak hours)**
- End time depends on delivery completion.
- Riders usually finish between **6pm – 7pm**.
- Occasionally up to **8pm** for customers who prefer evening delivery.
- This is not frequent, but availability is required.

What Success Looks Like

Success is simple.

- Communications are running smoothly.
- Issues are being handled fast and correctly.
- WhatsApp is actively monitored.
- The right judgment is applied without constant supervision.

- You are present, responsive, and applying sound judgment consistently

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This role will not work for someone who is

- Not available when needed.
- Not smart or unable to think clearly under pressure.
- Low activity on WhatsApp.
- Slow or poor issue resolution.
- Repeated poor judgment.

Culture at REDA

REDA is **fast-paced** and **ownership-driven**.

People who struggle here:

- Are not sharp.
- Don’t take the work seriously.
- Are inconsistent or unreliable.

People who thrive here:

- Show up every day.
- Maintain a high standard of service.
- Take responsibility.

- Act fast, but think well.

We value:

- Initiative.
- Asking questions when unsure.
- Speed **with** near-perfection.
- Direct communication balanced with diplomacy.

Assuming and doing things that negatively affect clients' perception of the company is not acceptable.

Growth

- Working at REDA **builds you**.
- The pressure forces you to think on your feet.
- Long-term, this sharpens your judgment, discipline, and problem-solving.

Compensation

- ₦50,000 per month

How To Apply

If you think you're a good fit for this role and REDA Logistics, complete the assessment form below:

Assessment Form

Successful applicants will be contacted via email.