

VACANCY: Inbound Customer Service Administrator

Description:

EDGE Learning Media has a vacancy for an experienced and highly organized Inbound Customer Service Administrator.

The role will suit an efficient, highly organized, proactive, customer focused and friendly individual who likes working in a fast paced, fun environment. Reporting to the Team Lead: Customer Service and Logistics, this role will require someone who can manage their own time and deadlines and is a master of multi-tasking, answer incoming calls from customers to take orders, answer inquiries and questions, handle complaints, troubleshoot problems and provide information.

EDGE Learning media is a leading educational media company based in the Southern Suburbs, Westlake Business Park, Westlake, Cape Town, Western Cape.

Duties and Responsibilities

- respond and resolve all customer queries received via telephone and Freshdesk
- research required information using available resources
- provide technical support and escalate to development team where necessary
- manage and resolve customer complaints
- provide customers with product and service information
- enter new customer information into system
- update existing customer information
- process orders, forms and applications
- identify and escalate priority issues
- route calls to appropriate resource
- follow up customer calls where necessary
- track orders with printers and/or couriers
- generate invoices for upgrades
- issue students with upgraded activation codes once payment is received
- assign queries to correct groups

Competencies:

- excellent verbal and written communication skills
- listening skills
- problem analysis and problem solving skills
- customer service orientation
- organisational skills
- attention to detail
- adaptability
- team work
- patience and the ability to remain calm under pressure
- resilience

Qualifications / Experience:

Experience: 2 years or more related experience

Remuneration:

Negotiable

Applications can be e-mailed to Kim Cruickshank at kim@edgelearningmedia.com. The closing date for applications is 26 May 2017.

Candidates should consider their application unsuccessful by this date: 02 June 2017
(Kindly note that only shortlisted candidates will be contacted. If you have not been contacted by 08 June, please consider your application to have been unsuccessful).

Edge Learning Media reserves the right not to fill this position at this time should a suitable candidate not be found.