

Customer Service Advisor at DHL

[Apply Now](#)

Company: JobWebKenya

Location: Kenya

Category: office-and-administrative-support

Job Description

Our Vision, Our Mission, Our Strategy Our vision is to be The Logistics Company for the World. Our mission – Excellence. Simply Delivered. – is our guiding light. Our Strategy : Focus.Connect.Grow. is our roadmap to the future. We connect people and improve their lives. And we do it by being uncompromisingly customer-centric and delivering excellence day in and day out. By bringing people together and making life simpler – for our customers, our employees, our investors, and our society – we help make the world a better place. Being The Logistics Company for the World goes well beyond our global presence in over countries and territories, or our tireless pioneer spirit when it comes to new markets. It also extends beyond our unique ability to offer a remarkable range of logistics solutions – from mission-critical express deliveries to economical freight transportation, from taking the complexity out of customs to managing the complexity of global supply chains and everything in between. We want to be the logistics company people turn to – the first choice not only for all shipping needs, but also the first choice for career and investment opportunities, and being the global benchmark for responsible business practice.

Role Context

Confidently and knowledgeably provide the full suite of DHL customer service offerings (e.g. booking, enquiries, shipment status, tracking etc) to all parties contacting DHL via the customer service hotline and other contact modes.

Providing an efficient and professional service to DHL customers through prompt, courteous and accurate responses to Customer's enquiries. Maintaining the existing

customer base by building customer loyalty through an effective problem solving and customer care. Maintaining all service standards laid down by DHL Network.

Key responsibilities

DHL Existing and Potential Customers

Accept and register bookings for DHL services

Offer alternatives to customers and potentially turn information calls into sales leads or identify other additional value added services to customers when opportunities arise during the course of interaction.

Respond to customers consistently and confidently by providing accurate information in all areas such as custom requirements, transit time, and prices.

Enhance service experience in DHL by exercising professionalism and empathy when dealing with each individual customer's varying needs and demands

Sub function Department

Liaise with Operations Department and other departments on quick and efficient resolution of customer issues and queries.

Service Improvement Issues

Highlight areas for improvement with suggested solutions to improve DHL's procedures, technology and service to positively enhance customer's experience with DHL

Adhere to existing Customer Serve procedures as outlined in the department manuals, while maintaining discretion to exercise flexibility to customers' needs within reasonable limits in consultation with DX supervisors and managers.

People – Management

Incumbent has no direct reports and authority over country line and functional personnel. Nevertheless he/she must be able to demonstrate ability to influence decisions/actions.

Minimum Requirements

Education & Experience

2 years DHL Sales, Operations or Customer service experience

Experience within a customer relations environment

University degree / Higher Diploma

Typing skills (at least 30wpm preferable)

Telephone skills (excellent)

Conflict resolution skills (excellent)

Selling skills (excellent)

Technical skills (Telephone and Order Booking systems preferable)

Communication skills – spoken and written (excellent)

Negotiation and interpersonal skills (excellent)

Sound customer relationship experience

Strong understanding of customer service and operations

Mental Alertness

Assertiveness

Geographical knowledge.

Previous experience in call centres

[Apply Now](#)

Cross References and Citations:

- 1. Customer Service Advisor at DHL Searchnzjobs Jobs Kenya Searchnzjobs ↗**
- 2. Customer Service Advisor at DHL Newsjobs Jobs Kenya Newsjobs ↗**
- 3. Customer Service Advisor at DHL Searchnzjobs Jobs Kenya Searchnzjobs ↗**
- 4. Customer Service Advisor at DHL Ai-mi-jobs Jobs Kenya Ai-mi-jobs ↗**
- 5. Customer Service Advisor at DHL Searchukjobs Jobs Kenya Searchukjobs ↗**
- 6. Customer Service Advisor at DHL Managerjobsnearme Jobs Kenya**

Managerjobsnearme ↗

7. Customer Service Advisor at DHL ProgrammingjobsnearmeJobs Kenya

Programmingjobsnearme ↗

8. Customer Service Advisor at DHL Mumbaijobs Jobs Kenya Mumbaijobs ↗

9. Customer Service Advisor at DHL Expertinireview Jobs Kenya Expertinireview ↗

10. Customer Service Advisor at DHL Searchamericanjobs Jobs Kenya

Searchamericanjobs ↗

11. Customer Service Advisor at DHL Free-job-postings Jobs Kenya Free-job-postings ↗

12. Customer Service Advisor at DHL Ukjobscareer Jobs Kenya Ukjobscareer ↗

13. Customer Service Advisor at DHL ProtectiveservicejobsJobs Kenya

Protectiveservicejobs ↗

14. Customer Service Advisor at DHL Nzjobs Jobs Kenya Nzjobs ↗

15. Customer Service Advisor at DHL Highestpayingjobs Jobs Kenya Highestpayingjobs

↗

16. Customer Service Advisor at DHL Medicalnursejobs Jobs Kenya Medicalnursejobs ↗

17. Customer Service Advisor at DHL CustomerservicejobsJobs Kenya

Customerservicejobs ↗

18. Customer Service Advisor at DHL Blockchainjobs Jobs Kenya Blockchainjobs ↗

19. Customer service advisor at dhl Jobs Kenya ↗

20. AMP Version of Customer service advisor at dhl ↗

21. Customer service advisor at dhl Kenya Jobs ↗

22. Customer service advisor at dhl Jobs Kenya ↗

23. Customer service advisor at dhl Job Search ↗

24. Customer service advisor at dhl Search ↗

25. Customer service advisor at dhl Find Jobs ↗

Source:[https://ke.expertini.com/jobs/job/customer-service-advisor-at-dhl-kenya-jobwebkenya-](https://ke.expertini.com/jobs/job/customer-service-advisor-at-dhl-kenya-jobwebkenya-95310e19c0/)

[95310e19c0/](https://ke.expertini.com/jobs/job/customer-service-advisor-at-dhl-kenya-jobwebkenya-95310e19c0/)

Generated on: 2024-05-05 by [Expertini.Com](https://ke.expertini.com/)