

Customer Service Manager

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Company: Fuzu

Location: Nairobi

Category: office-and-administrative-support

Job Summary

Contract Type:

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The CXM will lead and promote a positive culture of improved customer experience. The role is responsible for handling client queries to successful resolve of complaints and provide timely feedback in a way to promote the brand and grow the business. The role reports pattern of complaints, from product, process or peoples' skills gap to the GM for follow-up on corrective action to eliminate complaints and achieve excellence in Customer service.

Responsibilities

Develop and implement strategies to improve customer satisfaction and loyalty.

Maintain an excellent standard of customer service by ensuring that all customers' needs are met in a timely and efficient manner.

Handle customer complaints in a professional and courteous manner, escalating to senior management when necessary,

Lead and inspire the customer service representatives and all customer facing staff.

Stay up-to-date on industry developments and best practices

Conducting market research to identify new trends in customer preferences and behavior

Identify, participate and support training of staff frequent complaints and areas for

improvement of our products or services, including customer engagement skills and systems.

Train, coach, and develop customer service staff to ensure they are providing the highest level of service possible.

Managing the overall performance of customer service representatives by coaching them to interact, deal with customer complaints and improve their performance on a regular basis.

Liaise with other departments within the organization to ensure smooth communication and efficient resolution of customer queries by promoting teamwork and collaboration.

Working closely with other departments, operations, finance, marketing etc. to ensure that customer requests are processed promptly and properly.

Support development of training programs to improve customer service skills among team members.

Analyze data to identify trends in customer preferences, satisfaction levels, and complaints regarding our products or services.

Attend trade shows and conferences to network with potential and existing customers.

Prepare reports for senior management on customer service metrics and KPIs.

Manage customer service budgets and departmental expenditure.

Participate and support improvement of our products or services.

Effectively disseminating CEO's expectations down the organization.

Maybe called from time to time to do other duties but within the scope of this role.

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