

Customer Service Assistance

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Company: SnaPhunt

Location: Taiwan

Category: other-general

The Offer

Opportunity to make a positive impact

Strong opportunities to progress your career

Join a market leader within Watches

As a start up company there is much to learn

The Job

You will be responsible for :

Handling inbound emails in a professional manner.

Resolving customer inquiries and requests and ensuring strong customer satisfaction.

Working with an internal teams to ensure prompt and accurate order processing and delivery.

Escalating customer feedback as required.

The Profile

You have at least 2 years' experience ideally in Customer Service or Social Media communication.

- 1 . If you are a foreign returnee or have a strong command of English, we will give priority consideration. The primary requirement is that you can understand customer inquiries and respond using the templates we provide.
- 2 . Strong communication skills
- 3 . Proactive
- 4 . Ability to work independently
- 5 . Strong problem-solving skills
- 6 . Positive attitude

The Employer

Our client is a local Hong Kong startup specializing in customized mechanical watches. Our client main clientele comes from English-speaking countries such as the United States and Europe.

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