

# FLEXIROAM

## Job Description: Customer Excellence Executive

We are Flexiroam. We value honesty, transparency and we hold ourselves to the highest standard of excellence. We recognize that the small things count, and they all add up to make a difference. Our customers get our full attention, and we keep pushing until we deliver the best solution possible.

By joining our team, you are joining our mission to building a world class technology company that connects people and machines everywhere. Surround yourself with highly motivated and passionate people who have an insatiable appetite for global expansion and personal development.

### Responsibility: -

- Assist customers in resolving product or service issues by understanding and addressing the customer's feedback and complaints.
- Respond promptly to customer inquiries through various channels (email, WhatsApp, social media etc)
- Work closely with account managers to resolve customer issues and deliver solutions in a swift manner with the service level agreements (SLAs) for the clients.
- Respond to internal requests for assistance and/or processing of orders.
- Generate feedback reports on an issue related to products and services.
- Manage incoming requests for support from customers and ensure all requests are followed through.
- Maintaining a positive, empathetic, and professional attitude towards customers at all times.
- Recommend procedure improvements and work on implementation.
- Support any other ad hoc task as assigned related to customer service from time to time.

### Requirement: -

- Minimum 3 years of relevant experience in Contact/Call Center or Customer Service environment, preferably supporting Enterprise / Business clients.
- Excellent written and verbal communication skills in English.
- Strong analytical, problem solving and decision-making skills with the ability to adapt to fast changes.
- Able to deliver the highest quality of service to company's customers or clients using their skills, expertise, and experience.
- Enjoy interacting with any client and have good attentiveness skills to validate the data and troubleshoot.
- An excellent team player and eager to learn.
- Able to work in shift.
- Understanding the IoT market and mobile point of sales (mpos) terminal is a plus!

*If you'd like to explore with us, please tell us why you'd like to join Flexiroam along with your CV/ LinkedIn profile to [hr@flexiroam.com](mailto:hr@flexiroam.com). We will be in touch with you!*