

Company: Al Anees Group
Job Description: Customer Service Representative (CSR)
Job Title: Customer Service Representative
Department: Customer Service
Reporting To: CSR Supervisor
Location: Al Anees Tower, Kottakkal, Malappuram, Kerala
Employment Type: Full-time

Job Summary:

The Customer Service Representative (CSR) is responsible for providing exceptional customer support by addressing inquiries, resolving complaints, and assisting clients with their needs. This role plays a key part in maintaining customer satisfaction, building strong relationships, and contributing to the company's growth through proactive service.

Key Responsibilities:

- Respond promptly and effectively to customer inquiries via phone, chat, and email.
 - Resolve customer complaints and provide appropriate solutions and alternatives.
 - Ensure customer satisfaction by identifying needs and providing accurate product/service information.
 - Build and maintain trusting relationships with customer accounts through transparent and interactive communication.
 - Use appropriate tools and methods to provide accurate and complete information.
 - Adhere to communication procedures, guidelines, and policies.
 - Complete CRM-assigned activities diligently and on time.
 - Meet or exceed monthly sales targets through superior customer engagement.
 - Promote the company's services and offers to increase customer value and company revenue.
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Skills:

- Strong interpersonal and communication skills.
 - Proficiency in handling multiple tasks and managing time effectively.
 - Ability to work in a fast-paced, team-oriented environment.
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Language Proficiency:

- English - Mandatory
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Key Personal Attributes:

- Clear and professional speaking skills
 - Empathy and adaptability
 - Patience and self-control
 - Positive and proactive attitude
 - Accountability and sense of responsibility
 - Strong conflict resolution skills
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Application Instructions:

Those who are interested can share their resume to:

placement@alims.co.in

Subject Line: CSR – Al Anees Group

Last Date to Apply: 20th April 2025