

JOB DESCRIPTION

Job Title: Customer Services Representative (CSR)
Location: RTE's HQ at Kabul

Job Responsibilities:

- Provide support to customers of RTE, to ensure 100% customer satisfaction.
- Interact with internal teams to resolve customer issues and problems.
- Interact with customers via phone, email and face to face meetings to resolve all the complaints.
- Produce daily, weekly and monthly team activity reports.
- Suggest capacity improvements according to customer feedbacks and suggestions.
- Handle tense and irate customers professionally.
- Provide suggestions for team improvements.
- Ensure expectations set/promised to customers are consistent with the policies and guidelines of RANA Technologies.
- Carry out any other activity as assigned by supervisor.

Required Qualifications:

- Must have minimum High School Diploma, with Afghan Nationality.
- Minimum 2 years of experience in sales or customer care.
- Should have excellent knowledge of English and local languages.
- Should have computer skills.
- Should have a presentable, courteous and pleasant personality.
- Should be hard working, sincere, honest, dedicated and self achiever.