

Customer Service Specialist- Hallab 1881

Hallab 1881 is a pioneer in the world of Lebanese sweets since 1881, with 142 years of experience and 18 branches

Major: degree in Business Administration, Marketing, or any related field

Experience: 1- 3 years of experience

Major Responsibilities:

- Respond to customer inquiries via phone and e-mails.
- Provide accurate and timely information about the company services.
- Address and resolve customer complaints and issues.
- Escalate complex issues to the appropriate departments when necessary.
- Maintain detailed records of customer interactions, transactions, comments, and complaints.
- Prepare reports on customer feedback and trends.
- Collaborate with the team to improve customer service processes.
- Develop a thorough understanding of the company's products and services.
- Stay updated on new products, services, and policies.
- Educate customers on product features and benefits.
- Identify customer needs and suggest appropriate solutions.
- Troubleshoot technical issues and guide customers through solutions.
- Follow up to ensure resolution and customer satisfaction.
- Work closely with other departments (e.g., sales, branches) to resolve customer issues.
- Participate in team meetings and training sessions.
- Contribute to a positive and productive team environment.

Additional Requirements:

- Experience with CRM software and customer service tools.
- Proficient in Microsoft Office Suite (Word, Excel, Outlook).
- Flexibility to work various shifts, including weekends and holidays if needed.

How to Apply:

Kindly send your CV or contact the Career Services Center, e-mail: career.services@balamand.edu.lb,
Ext. 7801; 7802