

Customer Service Representative (Oinofyta)

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Company: Adecco

Location: Oinofyta

Category: office-and-administrative-support

Job Description

- Managing large amounts of incoming emails & phone calls
- Communicating & building sustainable relationships with customers
- Responding promptly to customer inquiries
- Acknowledging and resolving customer complaints
- Knowledge of the products inside out so that can properly provide answers
- Ensuring product availability and stimulating interest to buy through effective display
- Assisting in order for all e-com content creations to ensure flawless appearance of the e-shop
- Processing orders
- Monitoring functionality and usability performance (backend and frontend) – recommending changes that aim to increase traffic and improve conversion rate

Candidate's Profile

- Bachelor's Degree
- Relevant working experience in e-commerce will be an asset
- Excellent use of English language (oral and written) - Proficiency level
- Excellent use of MS Office
- Strong understanding of new online technologies
- Strong communication and organization skills
- Ability to efficiently cooperate in a multinational environment

The Company Offers

- Competitive remuneration package
- Coverage of travel expenses
- Fixed morning working hours
- Dynamic and challenging working environment

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