

Full Time Customer Experience Officer (Retail Outlets)

The key duties and responsibilities of the role include (but are not limited to):

- Ensure customer orders are processed efficiently
- Identify customers
- Issue products
- Confirm transactions online
- Liaise with company on any issues
- Manage sales reconciliation
- Bank in cash from daily sales
- Manage Dealer Portal Top-Up on subscription plans
- Raise and submit Incident & Sales Reports
- Manage Customer Service Operations
(Eg. Queue, Safe Entry, management, temperature taking)
- Follow up with customer feedbacks and complaints
- Conduct and maintain Inventory checks on logistics
- Manage and support events as and when necessary
- Manage and supervise casual (Part-Time staff)
- Ensure excellent service standards, respond efficiently to customer inquiries, and maintain high customer satisfaction
- Uphold and strives for service quality and excellence in day-to-day business operations