



<https://kaacib.boundlesstechnologies.net/job/customer-support-representatives/>

## Customer Support Representatives

**Hiring organization**  
Kaacib

### Description

We are seeking a Customer Support Representative to join our team. In this role, you will be the first point of contact for our customers, handling inquiries, resolving issues, and ensuring a positive customer experience. The ideal candidate is a strong communicator, problem-solver, and dedicated to providing exceptional customer service.

**Employment Type**  
Full-time

### Responsibilities

- Handle leads generated from various platforms, including WhatsApp, Facebook, Calls, Instagram, Mobile Application, and Website.
- Follow up with daily orders to ensure smooth operations.
- Collect and process feedback from customers about completed orders.
- Respond promptly to daily inquiries generated from Facebook ads and other channels.
- Maintain and manage customer data in Excel sheets.
- Provide excellent customer support by addressing inquiries and resolving issues.

**Job Location**  
Shahra-e-Faisal, Karachi, Karachi,  
Sindh, Pakistan

**Date posted**  
November 12, 2024

**Valid through**  
30.11.2024

### Qualifications

- Minimum of a Bachelor's degree.
- At least 1 year of experience in customer support or call handling.
- Basic knowledge of social media platforms and how to respond to inquiries.
- Proficiency in using Excel for managing data.
- Good communication and interpersonal skills.

### Job Benefits

- Competitive salary and performance-based incentives.
- Health and wellness benefits.
- Opportunities for career advancement and professional growth.
- Training and development programs.

**Contacts**

Please send your resume and a brief cover letter to [careers@kaacib.com](mailto:careers@kaacib.com) with the subject line "Application for Bike Mechanic Position." We look forward to adding a skilled mechanic to our team!