

## **Senior Customer Service Executive**

As a Customer Service Team Lead, you will be responsible in delivering a complete customer service experience for our customers and partners.

- Track and monitor key customer operations metrics and initiate action plans for corrective actions
- Develop processes within the team that improve customer satisfaction, customer relationships and business execution accuracy
- Follow-up with customers and partners on invoices and outstanding issues
- Handle enquiries and feedback with appropriate level of customer satisfaction
- Address service operational issues and close the loop with internal stakeholders

### **Job Requirements**

- Relevant experience in a contact centre or customer service related environment is preferred
- Strong written and oral communication skills, analytical, administrative and interpersonal skills
- Able to function effectively and ability to multi-task in a fast pace, dynamic environment
- IT savy

If you're already on the edge of your seat, get in touch with your folio and CV at [admin@mightyjaxx.com](mailto:admin@mightyjaxx.com)