

JOB OFFER

CUSTOMER RELATIONS OFFICER

Deadline: 06/09/2024



Smart Logistics is a dynamic and innovative logistics solution provider operating in Cameroon, dedicated to providing exceptional freight forwarding, customs clearance, transportation and warehousing solutions to our customers. With top-notch Customer Service, we leverage technology and expertise to deliver tailored services that meet the unique needs of our clients. Our team is passionate about building strong relationships, driving operational excellence, and promoting a culture of customer-centricity. Join us to be part of a collaborative and forward-thinking organization that is shaping the future of logistics.

Job Summary:

Responsible for building and maintaining strong relationships with Smart Logistics & Services' clients, ensuring their needs are met, and resolving any issues promptly.

Key Responsibilities

1. Customer Relationship Management

- Develop and maintain strong relationships with customers
- Ensure timely and effective resolution of customer complaints and issues
- Collaborate with internal teams to resolve complex issues
- Identify opportunities to upsell or cross-sell services

2. Communication

- Respond to customer inquiries via phone, email, or in-person
- Provide customers with service updates and promotions
- Serve as a Liaison between Smart Logistics and Clients
- Communicate customer insights and feedback to relevant stakeholders to drive business improvements

3. Data Management

- Update customer information in the CRM system
- Track and analyze customer interactions to identify trends
- Develop and implement processes to measure and improve customer satisfaction (CSAT) and Net Promoter Score (NPS)

4. Customer Retention & Marketing Support

- Identify areas for process improvement to enhance customer experience
- Develop and implement strategies to retain customers (especially at-risk customers)
- Gather customer feedback to improve services and marketing strategies
- Promote Smart Logistics' services to customers and potential clients

5. Social Media Management

- Manage and maintain Smart Logistics' social media accounts
- Create and schedule engaging content to promote services and interact with customers
- Respond to customer inquiries and comments on social media
- Develop and implement community outreach programs to promote Smart Logistics' services

Requirements

1. Education

Bachelor's degree in Business Administration, Marketing, Communications, Logistics or a related field

2. Experience

At least 2 years of experience in customer service, account management, or a related field preferably in the logistics industry

3. Skills

- Excellent written and verbal communication and interpersonal
- Strong problem-solving and conflict resolution skills
- Fluent in English and French
- Proficient in Office Suite
- Ability to work in a fast-paced environment and prioritize tasks
- Strong knowledge of Social Media platforms and content creation
- Creativity and ability to think outside the box

To Apply:

Send a branded resume and cover letter to info@smartlogisticsandservices.com by **September 6th, 2024, at 5 P.M.**