

Customer Service Specialist

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Company: Orange Connex Global UK Ltd

Location: London Area

Category: other-general

Core Values of the Position:The Orange Connex team are looking for a Customer Service Specialist - As a Customer Service Specialist at OC, you will deliver a great customer experience and be on hand to answer and listen to any questions, queries, compliments or concerns. You will respond to our customers effectively by following the customer service standards, providing exceptional service as well as meeting targets and deadlines.

Responsibilities:Handle customer fulfillment queries using multiple communication channels (email, telephone, chat functionality etc.).Share responsibility for the day-to-day case load. Ensuring timely and proactive communication with sellers and other stakeholders internally. Provide exceptional customer service and admin support.Improve your working knowledge in relation to e-commerce fulfillment, serving our customer needs ensuring our operations are conducted in accordance with our SOPs.Complete all tasks assigned to you including system entry requirements and additional tasks assigned by line manager in a timely and accurate manner.**About you:**At least 2 years customer service experience, preferably 4PL / e-commerce fulfillment experience or the logistics industry. Ability to proactively manage customer interactions focusing on prompt issue management.A focused, result-orientated individual with a continuous improvement mindset.An effective verbal and written communicator to effectively interact with clients including Senior Management.Excellent command over the English language (both verbal and written) is critical. The ability to fluently communicate in Mandarin would be a real bonus.Detail focus and excellent teamwork spirit.Strong self-driving and creative thinking.Experience using the Zendesk platform would be highly regarded or similar platforms. Eligible to work in UK on a permanent basis.

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