

## Chatting Customer Sales Management

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Company: SirenCY

Location: Zambia

Category: other-general

### Company Overview:

Our primary focus is on crafting immersive and personalized experiences for our subscribers, delivering premium content, and nurturing enduring relationships with our audience. As we continue to expand, we seek dynamic and talented individuals to join our team, contributing to our mission of providing unparalleled value to our customers.

### The Role

#### Job Summary:

In this pivotal role, you will be instrumental in managing chat interactions, ensuring proactive and responsive communication with our subscribers. Your primary responsibilities will include overseeing a team of chat operators, monitoring chat quality, and ensuring compliance with our guidelines and policies. You will play a key role in developing strategies to enhance user experience and engagement, training staff to deliver exceptional service, and managing performance metrics to assess team effectiveness.

#### Key Responsibilities:

Lead and manage a team of chat operators, providing guidance and support to ensure high-quality interactions with subscribers.

Monitor chat sessions to ensure adherence to company policies and quality standards.

Develop and implement training programs for chat operators to enhance their skills in customer engagement and problem resolution.

Analyze chat trends and user feedback to identify areas for improvement in the chat experience.

Collaborate with the content and marketing teams to align chat initiatives with overall business objectives.

Manage performance metrics and provide regular reports on chat team productivity and subscriber satisfaction.

Address and resolve any issues or conflicts that arise within the chat environment promptly and effectively.

### **Ideal Profile**

Proven experience in managing customer service or sales teams, preferably in an online or digital environment.

Excellent communication and interpersonal skills, with a strong ability to engage and motivate team members.

Strong problem-solving skills and the ability to think creatively to enhance user experience.

Familiarity with chat management software and tools.

Ability to analyze data and metrics to inform decision-making.

Bachelor's degree in Business Administration, Communications, or a related field is preferred but not mandatory.

### **What's on Offer?**

A role that offers a breadth of learning opportunities

Join a well known brand within Consulting

Attractive Salary & Benefits

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