

## Senior Customer Service Officer

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Company: Dangote Industries Limited

Location: Ndola

Category: other-general

The Senior Customer Service Officer will play a key role in providing excellent customer service support to Dangote Cement customers. They will be responsible for managing customer inquiries, resolving issues, and ensuring customer satisfaction. The ideal candidate will have strong communication and problem-solving skills, as well as a dedication to delivering exceptional customer service.

### Requirements

### Responsibilities

Handle customer inquiries and provide information about products and services

Resolve customer complaints and issues in a timely and satisfactory manner

Ensure customer satisfaction and maintain positive customer relationships

Escalate complex issues to the appropriate department for resolution

Maintain accurate records of customer interactions and transactions

Collaborate with internal teams to improve customer service processes and procedures

Monitor customer feedback and identify areas for improvement

Stay updated on company products and services to provide accurate information to customers

Assist in training and mentoring junior customer service officers

### Requirements

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

Minimum of 8 years of experience in customer service

Excellent communication and interpersonal skills

Strong problem-solving and decision-making abilities

Ability to handle and resolve customer complaints

Proficiency in MS Office

Experience in the manufacturing or construction industry is a plus

Customer service certification is preferred

### **Benefits**

- Medical Insurance Cover
- In-House Pension Scheme
- Quarterly Production Bonus
- Life Assurance

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### **Cross References and Citations:**

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