

## JOB POSTING REQUEST FORM

JOB DETAILS	
Reference #	CC-803-2022
Company Name	Toters
Industry	E-commerce
Vacancy	Customer Experience Specialist
Number of vacancies for that position	
Job Type <i>(FT, PT, Contractual, Seasonal)</i>	FT
Major(s)	Business Administration, Communications, Public Relations, or related field
Degree	Undergraduate degree
Years of Experience	0-2 years
Location	Jal Dib
Remuneration & Benefits	
Currency (LBP, Dollar, Lollar)	
Tasks & Responsibilities	<p>Answer all inbound communications from customers and merchants.</p> <ul style="list-style-type: none"> <li>☑ Monitor orders queue for any new orders and manage the new order assignment process 6 days a week.</li> <li>☑ Handle daily customer care emails, support messages, and calls.</li> <li>☑ Follow up on assigned orders with phone calls &amp; Chats to Merchants and Customers to ensure orders are received and being processed without any delays or issues.</li> <li>☑ Channel market feedback to technology team to improve the Customer and Driver Apps.</li> <li>☑ Monitor any issues with orders and deliver necessary compensation to customers when needed.</li> </ul> <p>Handle initiated outbound activities/campaigns when required.</p> <ul style="list-style-type: none"> <li>☑ Meet the department's KPI targets for order fulfillment and service quality.</li> </ul>