

## JOB POSTING REQUEST FORM

### Job Details

<b>Reference #</b>	CP-333-2021
<b>Company Name</b>	Ostaz by Inspired
<b>Industry</b>	Tech - Education
<b>Vacancy</b>	Customer Experience Specialist
<b>Job Type (FT, PT, Contractual, Seasonal)*</b>	Contractual
<b>Major</b>	Business Administration / PR
<b>Years of Experience</b>	2 to 3 years
<b>Education</b>	
<b>Location</b>	Beirut - Lebanon
<b>Application Deadline</b>	
<b>Remuneration &amp; Benefits</b>	NSSF - Transportation
<b>Tasks &amp; Responsibilities</b>	<ul style="list-style-type: none"> <li>● Receive and resolve customers complaints (calls, emails, etc.) as per the set service guidelines and scenarios.</li> <li>● Identify with the customers their needs and requirements/services need and refer their requests/unresolved cases to concerned parties.</li> <li>● Follow up on customers inquiries/complaints to enhance business performance and increase customer retention rates.</li> <li>● Ensure proper implementation of corrective and/or preventive measures when needed.</li> <li>● Complete and maintain related reports, CRM (HubSpot) and files.</li> </ul>

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- Obtain and verify information for inbound/outbound calls.
- Enter requests into the CRM (HubSpot) with accurate information; as well as, Maintain the call center CRM and update accordingly.
- Offer suggestions for streamlining processes and increasing efficiency.
- Contact tutors to cater to the client's needs.
- Provide the digital marketing team with valuable insights on the market and on the type of customers who sign up.
- Convince students to book with a tutor, to purchase & renew their package and most importantly be able to cross sell.
- Act as an educational consultant to be able to advise our students on their academic journey and match them with our tutors based on specific needs; Also, understand the requirements of our students and serve them in an adequate and efficient manner.
- Provide recommendations based on the client's preference, and follow-up with them on a daily basis.