

JOB POSTING REQUEST FORM

Job Details

Reference #	CP-369-2021
Company Name	Ostaz by Inspired
Industry	Tech - Education
Vacancy	Customer Success and OPS specialist
Job Type (<i>FT, PT, Contractual, Seasonal</i>)*	contractual
Major	Bachelor degree in Business or any related degree
Years of Experience	2+ years
Education	
Location	Beirut, Lebanon
Remuneration & Benefits	NSSF (social security) - Transportation
Tasks & Responsibilities	<ul style="list-style-type: none"> • Be part of the team servicing the clients in Lebanon, UAE & the GCC. • Take care of every active customer (parents & students), ensure good experience among all services provided. • Respond to all inquiries coming from your customers (technical issues, billing requests, tutor change, feedback, additional subjects...) - via WhatsApp, calls & e-mails. • Follow-up on time to make sure all our customers are renewing their packages. • Proactively contact your customers to offer additional services and lead them to purchase packages. • Guide and help clients to have an exciting candidate experience on our application, by solving their requests, issues and concerns and direct them to the concerned parties. • Liaise with the customer experience and sales team to ensure that all clients are having sessions on our application. • Solve complicated customer issues in a timely manner; As well as, effectively communicate and put yourself in the shoes of every customer and you to patiently find the right solution for every problem and thus put a smile on our customers' faces.