

JOB POSTING REQUEST FORM

JOB DETAILS	
Reference #	CP-563-2022
Company Name	Toters
Industry	Delivery Tech Platform
Vacancy	Order Management Agent
Number of vacancies for that position	
Job Type (<i>FT, PT, Contractual, Seasonal</i>)	Full time
Major(s)	Business Management, Public Relations
Degree	Undergraduate degree
Years of Experience	0-2 years
Location	Jal Dib, Metn, Lebanon
Remuneration & Benefits	
Currency (LBP, Dollar, Lollar)	
Tasks & Responsibilities	<ul style="list-style-type: none"> • Answer all inbound communications from customers and merchants. <ul style="list-style-type: none"> • Monitor orders queue for any new orders and manage the new order assignment process 6 days a week. • Handle daily customer care emails, support messages, and calls. • Follow up on assigned orders with phone calls & Chats to Merchants, Customers to ensure orders are received, and being processed without any delays or issues. • Channel market feedback to technology team to improve the Customer and Driver Apps. • Monitor any issues with orders and deliver necessary compensation to customers when needed. • Handle initiated outbound activities/campaigns when required. • Meet the department's KPI targets for order fulfillment and service quality.