CUSTOMER CARE EXECUTIVE

Job Ref. No: #JDMPR2523

2024 - 2025

- **Company Name** : Moris Media LLC
- **Designation** : Customer Care Executive
- **Job Type** : Full Time
- **Industry** : Software Development
- **Department** : Customer Support Department
- **Work Model** : Remote
- **Salary** : Negotiable Salary

www.morismedia.com

About morismedia

Moris Media is a professionally managed public relations, digital marketing and reputation-management organisation with 12+ years of industry experience, recognised as one of the world's leading PR and digital marketing boutique agencies, working across 40+ countries.

Job Summary

Moris Media is currently hiring for **Customer Care Executive** in New Zealand for moCal. This role is pivotal in ensuring that our customers receive exceptional support and service for the moCal brand. As a Customer Care Executive, you will be responsible for addressing customer inquiries, resolving issues, and providing detailed information about our products and services. In this position, you will interact with customers through various communication channels, including phone, email, and live chat. Your goal will be to deliver prompt, accurate, and empathetic assistance, ensuring that each customer interaction is handled with professionalism and care. You will need to have a deep understanding of moCal's offerings to effectively guide customers and resolve any issues they may encounter. Your role will also involve documenting customer interactions and maintaining detailed records of issues and resolutions. Collaborating with other teams to address complex or escalated issues will be a key part of your responsibilities. You will play a crucial role in identifying patterns in customer feedback, which will help in improving our services and addressing recurring concerns. As a Customer Care Executive for moCal, you will need to be adaptable, patient, and proactive in addressing customer needs. Your commitment to delivering a positive customer experience will directly impact our brand's reputation and customer satisfaction levels. This role requires a strong focus on providing high-quality service and continuously seeking ways to enhance the customer experience.

Primary Responsibilities

- Address and respond to customer inquiries and issues via phone, email, and live chat, ensuring timely and accurate assistance.
- Provide detailed information about moCal's products and services to customers, helping them understand and utilize our offerings effectively.
- Deliver exceptional customer service with professionalism, empathy, and a focus on resolving issues promptly and accurately.
- Maintain a deep understanding of moCal's offerings to effectively guide customers and address any problems or questions they may have.
- Document all customer interactions meticulously, including issues reported, solutions provided, and follow-up actions taken.
- Collaborate with other teams, including technical support and product development, to resolve complex or escalated customer issues.
- Identify patterns in customer feedback and complaints, providing insights that contribute to improving moCal's services and customer satisfaction.
- Follow established procedures and protocols for handling customer complaints and issues, ensuring compliance with company policies.
- Proactively seek to enhance the customer experience by identifying areas for improvement and suggesting solutions.
- Manage and prioritize multiple customer interactions simultaneously while maintaining a high level of service quality.
- Maintain accurate and up-to-date records of customer interactions, issues, and resolutions in the company's CRM system.

- Stay informed about updates and changes to moCal's products and services to provide customers with the most current information.
- Provide feedback to management regarding recurring issues or areas of concern that may require further attention or improvement.
- Assist in the development and refinement of customer support processes and documentation to improve overall efficiency.
- Contribute to a positive team environment by sharing knowledge, supporting colleagues, and participating in team meetings and training sessions.

Required Skills

- **Customer Service Experience:** 1-3 years of experience in a customer service or customer support role, demonstrating a track record of effectively addressing customer inquiries and issues.
- **Communication Skills:** Excellent verbal and written communication skills, with the ability to convey information clearly and professionally.
- **Problem-Solving:** Strong analytical skills to assess customer issues, determine root causes, and provide effective solutions.
- **Empathy and Patience:** Ability to handle customer interactions with empathy, patience, and a focus on delivering a positive experience.
- **Extroverted Personality:** Outgoing and approachable demeanor, comfortable interacting with a diverse range of customers and colleagues.
- **Observant Nature:** Keen attention to detail in understanding and addressing customer needs and feedback.
- **Adaptability:** Flexibility to manage various customer scenarios and adapt to changing priorities and situations.
- **Technical Proficiency:** Familiarity with CRM systems and other customer support tools to document interactions and manage customer records effectively.
- **Travel Readiness:** Open to traveling as needed to support customer care initiatives and team requirements.
- **Team Collaboration:** Ability to work collaboratively with other team members and departments to resolve complex customer issues.
- **Time Management:** Strong organizational skills to handle multiple customer interactions and prioritize tasks effectively.
- **Continuous Improvement:** Willingness to seek feedback and participate in training to enhance customer service skills and knowledge.
- **Cultural Sensitivity:** Ability to interact with customers from diverse backgrounds and understand their unique needs and preferences.
- **Customer-Focused Attitude:** Commitment to delivering high-quality service and striving for excellence in every customer interaction.
- **Reliability:** Dependable and consistent in attendance and performance, contributing to a stable and effective customer support team.

Qualifications & Experience

- **Educational Background:** Bachelor's degree in Business Administration, Communications, or a related field

preferred, but not mandatory.

- **Customer Service Experience:** 1-3 years of experience in a customer service or support role, demonstrating proficiency in handling customer inquiries and resolving issues.
- **Technical Specifications:**
  - **High-Performance Laptop or Desktop:** Possess a powerful computer with adequate processing power and memory for handling demanding tasks and ensuring a seamless workflow.
  - **High-Speed Broadband Internet Connection:** Maintain a stable and reliable internet connection essential for accessing online resources and collaborating with colleagues.
  - **Virtual Workstation:** Set up a dedicated workspace, either physical or virtual, that supports a productive and organized work environment free from distractions.
- **Travel Readiness:** Open to traveling as required to support customer care initiatives and team needs.
- **Salary:** We offer a competitive salary and benefits package. Salary is negotiable and will be discussed in detail with shortlisted candidates based on their experience, skills, and qualifications.

Apply Only Through the Official Job Page

Candidates must review the complete job description, eligibility requirements, work model, location and experience expectations before submitting accurate and updated information through the official application form.

Submitting an application does not guarantee shortlisting, an interview or employment. Moris Media does not request registration charges, security deposits, training fees or candidate payments through its official recruitment process.

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