

CUSTOMER SUPPORT SPECIALIST

Job Ref. No: #JDMPRI196

2024 - 2025



- ▶ Company Name : Moris Media LLC
- ▶ Designation : Customer Support Specialist
- ▶ Job Type : Full Time
- ▶ Industry : Software Development
- ▶ Department : Customer Support Department
- ▶ Work Model : Remote
- ▶ Salary : Rs 50,000 - Rs 1,00,000



About **moris**media

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 seeks a passionate and customer-focused Customer Support Specialist to join our team and champion the moCal brand. As the first point of contact for moCal customers, you'll play a critical role in building positive brand experiences. You'll provide exceptional service, address inquiries with empathy and professionalism, and work to resolve issues efficiently. In this role, you'll be the voice of moCal, fostering trust and loyalty with each interaction.

Job Summary:

As a customer support expert, the successful candidate will address customer inquiries and resolve issues with professionalism and efficiency. You will act as a vital link between moCal and its customers, maintaining the brand's reputation through your dedication to exceptional customer service.

Primary Responsibilities

- **In-Depth Product Knowledge:** Thoroughly understand moCal's clothing lines, design philosophy, materials, sizing, and return/exchange policies to provide accurate and helpful guidance to customers.
- **Empathetic Communication:** Actively listen to customer concerns, acknowledge their frustrations, and communicate solutions with patience, understanding, and a focus on positive outcomes.
- **Troubleshooting and Problem-Solving:** Investigate order issues, product malfunctions, website difficulties, or billing problems, and either resolve them directly or escalate them appropriately.
- **Multi-Channel Support:** Handle customer inquiries across various platforms (phone, email, live chat, social media) with proficiency and maintain a consistent brand voice.
- **Clear Documentation:** Accurately record all customer interactions, resolutions, and any relevant feedback within designated systems for further tracking.
- **Trend Identification:** Proactively notice recurring issues or frequently asked questions and share findings with the broader team to improve products or streamline customer processes.
- **Brand Representation:** Embody the moCal brand's commitment to high-quality products and exceptional customer experiences in every interaction.
- **Conflict Resolution:** Skillfully de-escalate challenging situations, provide timely resolutions, and strive to turn negative experiences into positive ones.
- **Proactive Assistance:** Anticipate customer needs, offer helpful suggestions, and go above and beyond to ensure customer satisfaction.
- **Collaboration and Learning:** Work with other departments (sales, product, marketing) to share insights, resolve cross-functional issues, and continuously improve the customer experience.

Required Skills

1. **Strong Communication and Active Listening:** Excellent written and verbal communication allows you to understand customer needs clearly and provide solutions effectively. Active listening ensures customers feel

heard and valued.

2. **Empathy and Patience:** Putting yourself in the customer's shoes helps build rapport. It's essential for handling frustrated clients and maintaining a positive, understanding attitude.
3. **Problem-Solving and Resourcefulness:** Ability to troubleshoot issues, find answers independently, and think creatively to find the best solution for the customer.
4. **Tech Savvy:** Proficiency in customer support software, CRM systems, and other tools is essential for efficient communication, documentation, and troubleshooting.
5. **Knowledge of moCal Products & Services:** In-depth understanding of moCal's offerings, policies, and procedures is critical for providing accurate and helpful information.
6. **Time Management & Multitasking:** Ability to effectively prioritize and handle multiple customer interactions simultaneously, ensuring timely responses and issue resolution.
7. **Adaptability:** Handling diverse customer personalities and situations with professionalism, flexibility, and a calm demeanor.
8. **Conflict Resolution:** Skills to de-escalate challenging situations, find compromises, and turn negative customer experiences into positive ones.
9. **Passion for Fashion (ideally):** A genuine interest in the fashion industry and moCal's brand helps deliver authentic support and build better customer rapport.
10. **Team Player Attitude:** Collaborating with other departments (sales, product development, etc.) improves overall customer experience and helps identify recurring issues.

Qualifications & Experience

Essential Qualifications:

- **Education:** High school diploma or equivalent.
- **Communication Skills:** Excellent written and verbal communication with the ability to adapt to diverse customer needs and styles.
- **Problem-Solving:** Strong analytical thinking and a proactive approach to identifying customer issues and finding solutions.

- **Technical Aptitude:** Proficiency in using computers, navigating software, and learning new customer support tools quickly.
- **Customer Focus:** Genuine desire to provide exceptional customer service and build positive experiences for moCal customers.

Highly Desirable Qualifications:

- **Experience:** 1-2 years of customer support experience, ideally in an e-commerce, retail, or fashion-related setting.
- **Empathy and Patience:** Ability to understand customer frustrations and handle challenging situations with grace.
- **Conflict Resolution:** Skills in de-escalating tense interactions and finding mutually beneficial solutions.
- **Knowledge of moCal:** Familiarity with the moCal brand, its products, and target audience.
- **Multitasking:** Ability to manage multiple inquiries, prioritize tasks, and maintain composure under pressure.

Additional Considerations:

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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