CUSTOMER SUPPORT EXECUTIVE

Job Ref. No: #JDMPR2052

2024 - 2025

- **Company Name** : Moris Media LLC
- **Designation** : Customer Support 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 a **Customer Support Executive** in Mexico. This job may require you to provide exceptional customer service to our clients through various communication channels. You will be responsible for addressing customer inquiries, resolving complaints, and troubleshooting technical issues. As a Customer Support Executive, you will be the first point of contact for our customers, ensuring their satisfaction and building long-lasting relationships. You will be expected to maintain a positive and professional attitude at all times, even when dealing with challenging situations. Your ability to communicate effectively, both verbally and in writing, will be crucial in this role. You will also need to be a team player, collaborating with other departments to ensure a seamless customer experience.

Primary Responsibilities

Primary Roles and Responsibilities:

1. **Deliver exceptional customer service** through phone, email, chat, and social media.
2. **Respond promptly** to customer inquiries and resolve issues efficiently.
3. **Troubleshoot technical problems** and provide effective solutions.
4. **Maintain a positive and professional demeanor** in all interactions.
5. **Build rapport with customers** and foster long-lasting relationships.
6. **Escalate complex issues** to relevant departments or team members.
7. **Document customer interactions** accurately and thoroughly.
8. **Keep up-to-date** with product knowledge and company policies.
9. **Participate in team meetings** and share feedback for improvement.
10. **Contribute to a positive and collaborative work environment.**
11. **Analyze customer feedback** to identify trends and areas for improvement.
12. **Proactively address customer concerns** to prevent escalation.
13. **Upsell and cross-sell** products or services when appropriate.
14. **Adhere to company policies** and procedures regarding customer service.
15. **Meet or exceed individual and team performance goals.**

Required Skills

Primary Skills & Experience Required:

- **Experience:** 1-2 years of experience in customer service or a related field.
- **Communication:** Excellent verbal and written communication skills.
- **Problem-solving:** ability to analyze and resolve customer issues effectively.
- **Technical skills:** Proficiency in using computers, CRM software, and online communication tools.
- **Personality:**
    - Curious and eager to learn new things.

- Adaptable to changing situations and customer needs.
- Objective and able to see things from multiple perspectives.
- Good listener and observer, able to understand customer concerns.
- Collaborative and able to work effectively with team members.
- Diplomatic and able to handle difficult conversations with tact.
- Decisive and able to make sound judgments quickly.
- Competitive and motivated to achieve individual and team goals.
- Honest and opinionated, willing to share feedback and suggestions.

- **Travel:** Willingness and ability to travel as needed for work.

Qualifications & Experience

Qualifications Required:

- **Education:** Minimum of a high school diploma or equivalent. Bachelor's degree preferred.
- **Travel:** Willingness and ability to travel as needed.
- **Technical Specifications:**
  - High-performance laptop or desktop computer
  - High-speed broadband internet connection
  - Dedicated workspace (physical or virtual)

Salary:

We offer a competitive salary and benefits package. Salary will be discussed based on your experience, skills, and qualifications during the interview process.

To Apply:

If you are interested in this position and meet the qualifications listed above, please click the button below to apply.

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.

APPLY ONLINE HERE

Career Opportunities Across Borders

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