# **Deba Jyoti Group**

Manufacturing/Productior
lazimpat Kathmandu

**Customer Service Associate - Junior Level** 

## **Basic Information**

Job Category : Manufacturing/Production

Job Level: Mid Level

No. Of Vacancies: 1

**Employment Type: Full Time** 

Job Location: Lazimpat

Offered Salary: -

Apply Before: 2025-11-26 (20 Days, 18 Hours From Now)

# **Job Specification**

Education Level: Bachelor Degree

Education Required : Bachelor's Degree In Relevant Field

**Experience Required: Greater Than** 

## Other Specification

#### **Qualifications:**

- Completed bachelor degree in any field.
- Previous customer service experience preferred, but not required.
- Excellent communication skills, both verbal and written.
- Ability to multitask and prioritize in a fast-paced environment.
- Proficiency with computers and ability to learn new software quickly.
- Positive attitude and willingness to go above and beyond to assist customers.
- Ability to work independently and as part of a team.

### **Job Description**

As a Customer Care Agent, the candidate will be the primary point of contact for our customers, providing assistance, resolving issues, and ensuring a positive experience. She will interact with customers via phone, mostly and other communication channels to provide information on unfulfilled orders, share the timeline for goods to arrive and suggest a suitable alternative, if necessary.

#### **Roles and Responsibilities:**

- Respond promptly and professionally to customer whose orders are in unfulfilled state via phone, and other communication channels.
- Share the timeline of the goods to be restocked
- Suggest a best and alternative product, in case the ordered product/s are not available.
- Identify and escalate priority issues or trends to appropriate teams for further investigation and resolution.
- Stay up-to-date on product knowledge, company policies, and industry trends to better assist customers.
- Contribute to a positive and collaborative team environment by sharing knowledge and best practices with colleagues.