

## Job Description

**Job Title:** Customer Service Lead

**Date:** ASAP

**Reporting to:** Manager Sales & Marketing

**Location:** Hybrid

## Overview

Prioclen LTD is a fast-growing Nigerian based management consulting firm with its head-quarters in Abuja Nigeria. We have a forte in providing strategic consultancy and advisory services to organizations- private, governmental and individual firms, by creating and integrating information technology solutions to enhance their service delivery and ensure sustainable growth and development in niche-based brands to these individuals/ organizations.

## Purpose.

We are looking to fill the space of a Customer Service Lead in our organization who will be responsible for managing a group of customer service staff to assist in daily operations and help with customer issues. The Customer Service lead will be responsible for the selection of staff in the hiring process and ensure that a standardized level of service is maintained for all customers.

Lead customer service representatives manage high-level customer complaints and provide immediate resolution and disputes. You will also implement strategies to ensure customer satisfaction, increase productivity, and achieve profitability goals as well as, handle escalation and evaluates team member's performance. you must have excellent communication and leadership skills to supervise the team and support the business' improvement plans.

## Responsibilities

- Resolves escalated client complaints/issues promptly and effectively
- May assist Manager in training customer services representatives to effectively identify quality referral opportunities and to provide ongoing training regarding sales campaigns, compliance and other bank wide communication as needed
- Monitors and evaluates customer service performance
- Assists Storefront Supervisor in providing daily direction and communication to employees to ensure customer are answered in a timely, efficient, and knowledgeable manner

- Knowledgeable in processing transactions and video bills into the system
- Coordinate training for new hires and existing staff
- Lead must be available to cover all hours of business operation
- Coordinates internal and external process Improvements activities to increase customer satisfaction.
- Reviews estimates, quotes and sales orders written by the inside sales staff.
- Researches and prepares sales orders and quotes for customers and outside sales staff according to the specifications and information provided.
- Works at the sales counter to serve in-store customers as assigned.
- Works in a safe manner, complying with all company safety requirements.
- Treats customers with highest level of customer service ensuring they take precedence over other tasks and responsibilities.
- Accurately enters customer orders in business system in a timely manner.
- Completes daily and weekly sales order entry reports to include, but not limited to, 24-hour turnaround, number of orders entered, late shipments, and internal/external non-conformances.
- Oversee the daily sales order entry performance of customer service staff
  - Assist Customer Service Manager with employee evaluations.

## Requirements

### Essential

- A bachelor's degree in business or communication or in any related field.
- Must have the ability to use telephone and other applicable electronic communication equipment
- Must have the ability to use verbal communication with plant personnel and management
- Provide Customer Service support for all Prioclen customers based on the request of Sales Team
- Minimum 18 months of Customer Service experience in the CEC
- Industry experience strongly preferred, minimum of 1 year.

### Skills

- Strong computer skills and efficiency in Word and Excel
- Provide necessary business information
- Familiar with RMA's and able to probe the customer for information about problem

### Desired

- Ability to ensure customer orders/inquiries are processed and completed in a on time and through coordination with other departments and/or NAS distributors
- Ability to lead and manage a team of 5-15 Client Experience Associates by communicating objectives, providing performance feedback, and developing team members to provide exceptional customer service across a range of channels
- Ability to drive team members to meet and exceed productivity goals at the highest quality levels.

## Summary Terms and Conditions

**Contract:** 12-month fixed term contract

**Salary:** Very Attractive

**Annual leave:** 22 days holidays per annum pro rata excluding public holidays

**Pension:** Minimum 10% Employer contribution with minimum 8% Employee contribution

**Healthcare:** Company scheme subject to terms and conditions.

**Life assurance:** Company life assurance scheme.

**Location:** Abuja Nigeria

**Notes:** This post will be subject to background checks. A full statement of the main terms and conditions of employment will be supplied with any formal offer of employment. This job description does not form part of your contract of employment.

## How to apply

To apply for this job opportunity, please send a CV and covering letter to [recruitment@prioclen.com](mailto:recruitment@prioclen.com)

Unfortunately, because of the volume of applications we are likely to receive we regret that we are unable to respond to every unsuccessful applicant. If we have not made contact with you within 2 weeks of the closing date you have not been selected for interview on this occasion.