

**Job Role:****Customer Relations & Order Processing Specialist****Region:**

Plettenberg Bay, Western Cape

Reporting to:

Chief Operating Officer (COO)

Job Summary:

We're seeking a highly motivated and customer-focused Customer Relations Assistant to join our team. The successful candidate will provide exceptional service to our clients, manage customer relationships, and will be responsible for the accurate and timeous loading of orders.

Key Responsibilities:

- Liaise with independent clients via telephone on a bi-monthly rotation
- Understand market dynamics, competitors, and core client needs
- Develop reports and insights based on customer interactions
- Provide weekly management reports on calls and key insights
- Support onboarding of new customers
- Escalate and coordinate customer issues with relevant departments
- Manage/ track and loading of **all** sales orders placed on various internal systems

Requirements:

- 2-3 years of experience in a customer care role
- Excellent phone and verbal communication skills
- Active listening skills
- Strong admin skills
- Experience with accurate order loading and management
- Ability to prioritize and manage time effectively
- Knowledge of cell phone accessories and Apple products
- Customer-focused with ability to interact with diverse personalities
- Familiarity with CRM systems
- Ability to work with Microsoft Office (Excel, Word etc)
- Knowledge of Xero & Cin7 would be advantageous
- Highly motivated and able to work well under pressure
- Matric Certificate
- Proven references

Ideal Candidate:

- Adaptable and able to manage multiple tasks
- Self-starter with sequential and proactive thinking
- Emotionally intelligent with excellent language skills
- Ability to handle complex and sensitive issues
- Needs to live in Plett or surrounds

Remuneration:

- R8,500 per month

Greenmouse (Pty) Ltd

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