

Customer Service Manager

Location: Jiaxing

Sector: Cosmetic

Profile: Local

ABOUT THE COMPANY

Our client's international company was created around 30 years ago, it is a recognized French cosmetic brand. Balancing science and nature with a touch of luxury, our client is always on the cutting edge of the antioxidant grapes and grapevine extracts, to offer unique skincare experience, combined to the latest technologies while preserving the environment.

MISSION

To provide excellent customer service and to promote this idea throughout the organization. The goal is to keep the department running in an efficient and profitable manner, to increase customer satisfaction, loyalty, and retention and to meet their expectations.

MAIN RESPONSIBILITY

Implementation of customer service in the China Mainland with management and development of the activity:

- Working collaboratively with the Global Customer Service
- Provide professional guidance of pre-sale consulting, after-sales service, and ordering issues on different platforms.
- Responsible for the whole service process of official hotline, online chat, inbound and outbound etc.
- Improving customer service experience, create engaged customers and facilitate organic growth.
- Improve NPS (Net Promoter Score) – by phone, chat and email.
- Responsible for the staff recruitment and training planning. Ensure all team members deliver qualified service consistently.
- Daily supervision on the solution of complains cases and preventing escalation.
- Follow communication procedures, guidelines and policies.
- Develop service procedures, policies and standards.

QUALIFICATIONS

Education/Experience

- Proven working experience as a Customer Service Manager (at least 5 years)
- Excellent knowledge of management methods and techniques
- Ability to think strategically and to lead.
- Strong client-facing and communication skills
- Working knowledge of Microsoft Office applications, CRM.

Other Skills

- Good command of written and spoken English and Mandarin.
- Strong knowledge of Customer Service tools involving Chat, social media, CRM platforms.
- Experience creating positive relationships with customer.
- Ability to engage in active listening and to actively look for ways to help customers.
- Strong analytical & problem-solving skills, excellent communication and negotiation skills
- Able to adapt and succeed in a changing environment.

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- Organized & detail oriented. Extensive experiencing of managing operational customer service teams
- Strong strategic and customer focus with a clear understanding of the wider issues impacting the relevant markets.
- Flexibility & agility to perform different day-to-day tasks or multitask based on business needs with a positive attitude.

APPLICATION

Please send your resume and your motivation letter to: sh-recruitment@ccifc.org

Mail subject: China Customer Service Manager

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