



Bmobile SI Limited Position Description
Position Title: Customer Care Assistant
Work Location: Bmobile SI Limited HQ – Honiara, Solomon Islands
Department: Marketing
Reports to: National Marketing Manager
<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time
Essential Duties and Responsibilities: Reporting to the National Marketing Manager (SI), the role of the Customer Care Assistant is to manage the customer care desk. Duties and Responsibilities: <ul style="list-style-type: none">• Respond to customer calls and emails and answer questions about products and services;• Handle customer complaints or concerns;• Log all contacts in our customer database system accurately;• Sells products and services;• Raise customer request through the company’s service desk and follow up;• Perform general administrative tasks, such and copying and filing;• Receive, record and distribute correspondences;• Identifying and assessing customer needs;• Direct requests and unresolved issues to the relevant sections;• Other duties directed from time to time.
Education and/or Work Experience Requirements: <ul style="list-style-type: none">• Certificate or Diploma in Secretarial Studies, Business Administration or related field from a reputed institute.• 2 – 3 Years’ experience in a similar role;• Computer Literate• Excellent analytical, negotiation, problem solving and communication skills
Required Outputs, Personal Attribute and/or Physical Requirements: <ul style="list-style-type: none">• Proven track record with demonstrable skill set.• Ability to mentor, motivate, mitigate and foster team goals• Excellent analytical, strong communication skills, problem solving and negotiation skills• Strong leadership talent, interpersonal and organizational skills• Good personal presentation• Computer Literate• Capability to grow in a competitive environments.

Remuneration:

Remuneration package will be offered based on relevant qualification and experience of the successful candidate.

Direct all applications to:

Manager – Human Resources

Bmobile (SI) Limited

PO Box 2134

Honiara, Solomon Islands

Applications can be hand-delivered at our Head Office, top floor Grand Plaza, Town Ground or emailed to: jobs@bmobile.com.sb

Closing Date: COB January 11, 2021