

WE'RE LOOKING FOR

Supervisor, Customer Service- Cebu

(Work base: Compostela, Cebu / Tayud, Consolacion)

Responsibilities:

- Establishing and Maintaining excellent customer service experience and strong customer trust through ensuring 100% accuracy in order entry, consistently resolving customer support issues especially those that are considered recurring through providing permanent solutions, responding immediately to raised issues and concerns, and proactively informing customers in advance of anticipated issues that may occur and presenting them with appropriate solutions, and through keeping on finding ways to improve and stabilize service level to make our customers delighted

Qualifications:

- Candidate must have a Bachelor's degree in Business Administration, Management Accounting, Accounting, or any related course
- Must have strong analytical skills, technical skills, and exceptional leadership skills
- With strong attention to detail, decision-making, planning, and facilitation skills.
- At least 2-3 years' experience in a supervisory role in Customer Service Industry or Order Fulfillment / Management (preferred)

To apply, send us your updated resume and TOR through

Kindly indicate "APPLICATION FOR (POSITION DESIRED)" as your subject line

E-mail: ajpanud@virginiafood.com.ph

For inquiries, call: 0917-710-7486