

Hong Kong Jobs Expertini®

Customer Service Representative

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Company: Asia Tree Preservation, Ltd.

Location: Sha Tin

Category: other-general

Support Hong Kong's environment! We are a company that helps our clients take care of the trees on their property. Make a difference by supporting our team of tree professionals to help schools, universities, home owners, and many other clients that need to care for and manage trees. We are currently seeking enthusiastic and motivated candidates to assist us with communicating and coordinating with our clients. This is a job with purpose, join us!

Responsibilities: Customer Service Excellence: Answering Phones and Managing Primary Email Accounts: Provide prompt and courteous responses to client inquiries, ensuring outstanding customer service in both Cantonese and English. Primarily Business to Business (B2B) client services as our clients are generally schools, housing estates, government departments, universities, and other properties where trees are located.

Handling Client Inquiries: Address client questions and concerns regarding services, project details, and requests with accuracy and professionalism. **Timely Responses:** Ensure timely responses to client inquiries to maintain high levels of customer satisfaction. **Coordinate** between our team of professionals and our clients to ensure smooth and clear communication and services. **Office Administrative Work: Supplies and Stationery Management:** Monitor office supplies inventory and order necessary items to maintain a well-stocked and efficient workspace. **Document Organization:** Organize and maintain physical and digital documents, facilitating easy access for the team. **Operational Support:** Coordinate communication between clients and the operations team, ensuring seamless information flow. Assist in adjusting schedules when necessary, facilitating smooth coordination between clients and the operations team. **Additional Responsibilities: Client Feedback:** Gather and relay client

feedback to the relevant teams, contributing to ongoing service improvements. Issue Resolution: Address client complaints or issues promptly, ensuring timely resolution and client satisfaction. CRM Management: Maintain accurate client records in the CRM software, enhancing data accuracy and organization. Requirements Previous customer service experience preferred. Strong verbal and written communication skills in Cantonese and English. Detail-oriented with excellent organizational skills. Proficient in Microsoft Office applications. Ability to multitask and prioritize effectively. Team player with a positive attitude. Benefits 5 day work week Double Pay (13 month salary) Health insurance coverage. Paid time off and holidays. Professional growth opportunities within a fast-growing company. Collaborative and positive work environment. Access to training and resources. diploma or degree

1-3 years

well organized, good communication skills,

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