



CONSOLIDATED HUMAN RESOURCE SOLUTIONS LTD

RECRUITMENT AND STAFFING SERVICES

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JOB DESCRIPTION- CUSTOMER SERVICE EXECUTIVE

Overall Job Purpose

Our client, in ride-hailing industry is seeking to recruit a dedicated and empathetic Customer Service Executive to join our team and provide exceptional support to our riders and drivers. This individual will be the first point of contact for customers experiencing issues or needing assistance via both chat and phone calls. You will play a key role in ensuring that customer concerns are addressed promptly and professionally, providing solutions that enhance the overall user experience on our ride-hailing platform.

Key Responsibilities:

- Provide timely and effective customer support via chat, phone, and other communication channels, ensuring a high standard of service.
- Address and resolve customer complaints, concerns, and inquiries related to rides, payment issues, driver performance, app functionality, and other service-related topics.
- Guide customers through troubleshooting steps for app-related problems, ensuring they can use the service with minimal disruption.
- Take ownership of customer issues, ensuring timely follow-up and resolution, escalating when necessary to senior support, operational or technical teams.
- Act as a liaison between customers and various internal teams (e.g., driver support, technical support) to address complex concerns.
- Maintain a professional, calm, and empathetic demeanor in all customer interactions, ensuring a positive experience even in challenging situations.
- Handle multiple customer inquiries simultaneously while maintaining a high level of attention to detail and accuracy.
- Record and document customer interactions in the CRM system, tracking complaints, resolutions, and feedback.
- Provide feedback to the product and operations teams to improve the overall customer experience and address recurring issues.
- Ensure adherence to company policies, legal requirements, and privacy standards in all customer interactions.
- Monitor customer satisfaction through surveys and follow-ups, aiming to continuously improve service quality.
- Any other task that the company might ask to do as and when required.

Skills & Qualifications



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- Proven experience in customer service, particularly in handling complaints and resolving issues via chat and phone.
- Excellent communication skills, both verbal and written, with the ability to articulate solutions clearly and empathetically.
- Strong problem-solving abilities and the capability to remain calm under pressure.
- Ability to handle challenging and irate customers with professionalism and patience.
- Familiarity with customer service software, CRM systems, or ticketing platforms is a plus.
- Knowledge of the ride-hailing industry and its common challenges is advantageous.
- Strong multitasking skills, with the ability to manage multiple customer queries simultaneously.
- Team-oriented and capable of working in a fast-paced, dynamic environment.

Preferred Qualifications:

- Experience in a customer-facing role in the tech, transportation, or ride-hailing sectors.
- Understanding of conflict resolution techniques and customer service best practices.
- Experience working in a high-volume customer support environment.
- Fluent in both Kiswahili and English, with strong written and verbal communication skills.

This role will be essential in ensuring our customers feel heard, valued, and supported throughout their journey with our platform. You'll be a key contributor to improving customer satisfaction and loyalty, ultimately enhancing the reputation of our ride-hailing service.

Qualified and eligible candidates to send CV, certificates and testimonials quoting **CUSTOMER SERVICE EXECUTIVE** (Job title) as the main subject to Info@consolidatedhrsolutions.co.ke on or before **14th May 2025**.

Only shortlisted candidates will be contacted

