

Ups Online Customer Service Specialist – Entry Level Job

Description

As na Entry-Level UPS Online Customer Service Specialist joning our team! The Online Customer Service Specialist at UPS in USA will be responsible for providing exceptional customer service to online customers through various communication channels. This position requires a hardworking and dedicated individual with strong emotional intelligence and cooperation skills to effectively manage customer inquiries, resolve issues, and ensure overall customer satisfaction.

In this role, you'll engage with customers via online platforms, resolving inquiries, and providing exceptional service. If you're tech-savvy, possess strong communication skills, and thrive in a fast-paced environment, this opportunity is perfect for you! Kickstart your career with UPS today! Apply now

Responsibilities:

1. Respond promptly to customer inquiries and complaints via email, chat, and phone.
2. Process orders, returns, and exchanges in a timely and efficient manner.
3. Develop a deep understanding of UPS products and services to provide accurate information to customers.
4. Collaborate with other departments within the company to address customer concerns and escalate issues when necessary.
5. Maintain a positive and professional attitude while representing the UPS brand to customers.
6. Utilize CRM software to document customer interactions and track progress on customer inquiries.
7. Identify opportunities for process improvements and provide feedback to management.
8. Meet or exceed customer service goals and KPIs set by the company.

Requirements:

1. Minimum of 1 year of customer service experience.
2. Strong communication skills, both written and verbal.
3. Ability to work independently and as part of a team.
4. Proficiency in Microsoft Office and CRM software.
5. High school diploma or equivalent.
6. Must be hardworking and dedicated to providing excellent customer service.
7. Emotional intelligence and cooperation skills are essential for dealing with a variety of customer personalities.

Benefits:

1. Life insurance
2. Remote work flexibility
3. Vision insurance

Working Environment:

At UPS, we encourage calculated risk-taking to drive innovation and progress. We provide a supportive and inclusive work environment where employees are empowered to make an impact and grow professionally.

Deadline to apply: March 2, 2024

Equal Opportunity Statement:

UPS is an equal opportunity employer and values diversity in the workplace. We do

Button

APPLY NOW

Hiring organization

Ups Online Customer Service Specialist

Employment Type

Full-time

Industry

Private

Job Location

United States

Remote work from: USA

Working Hours

8

Base Salary

\$ 22 - \$ 32

Date posted

June 30, 2024

Valid through

22.05.2025

not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

How to apply:

Apply on Click The Apply for this job and you will be notified if shortlisted for the job.