

eppc on behalf of its customer among the largest private investment groups in Albania is looking for a *Customer Service Consultant*.

Responsibilities:

- Helping to develop and implement a customer service policy for an entire group;
- Finding ways to measure customer satisfaction and improve services;
- Train and supervise customer service professionals to ensure optimum satisfaction of clients;
- Design quality control program and implement standards to coach employees toward high performance and success;
- Establishes strategic goals by gathering pertinent business, financial, service, and operations information, identifying and evaluating trends and options, choosing a course of action, defining objectives, evaluating outcomes;
- Oversaw activities and supervised a team of Customer Service Representatives who provided technical support to company's customers;
- Train and supervise customer service professionals to ensure optimum satisfaction of clients;
- When it is necessary communicates with customers to receive their valuable feedbacks and suggestions for improvement in company's products/services;
- Create and maintain tailor-made customer care training program;
- Prepares reports related to discussions and feedback provided by customer and presents reports to appropriate structures/companies/management board to enable further improvement in products and services.

Requirements for this position are:

- Bachelor's degree in Business Administration & Marketing;
- Master's in Business Administration & Marketing (preferred) ;
- More than 5 years in management position in the respective field;
- Customer service strategy training courses.

Facts & Figures

Position:	Customer Service Consultant;
Location:	Tirana;
Working hours:	Monday-Saturday;
Reports to:	Chief Executive Officer;
Travel required:	Yes, within the country;
Contract:	Limited contract, 3 - 6 months;
To apply until:	14.02.2016.

How to apply

To apply for this opportunity, please send your CV and supporting document, **mentioning the position that you are applying for**, to: recruitments@eppc.al

You will be contacted by eppc only if your CV & support documents will be qualified by our evaluation team.