

Customer Care Manager

EPPC Kosovo, on behalf of **its client**, one of the largest companies in the **retail industry** in Kosovo and the region, is recruiting a **Customer Care Manager**.

Position Description:

Responsible for leading the customer care team, this role focuses on maintaining high standards of customer satisfaction, managing daily departmental operations, and developing strategies to enhance the overall customer experience.

Essential responsibilities:

- **Team Leadership:** Lead, train, and develop a team of customer service representatives to ensure they deliver exceptional service.
- **Customer Experience Management:** Manage all customer interactions to resolve inquiries and complaints efficiently and satisfactorily.
- **Performance Monitoring:** Monitor key performance indicators to ensure service standards are met or exceeded; implement strategic improvements.
- **Process Improvement:** Continuously develop and refine customer service procedures, policies, and standards to increase operational efficiency and enhance customer satisfaction.
- **Problem Resolution:** Address complex customer issues, providing prompt and professional solutions.
- **Reporting:** Generate regular reports on customer service performance and feedback for senior management.
- **Collaboration:** Coordinate with sales, marketing, and product development teams to ensure a cohesive customer service strategy.
- **Budget Management:** Oversee the customer service department's budget, ensuring cost-effective operations.

Qualifications and competencies required:

- Bachelor's degree in a relevant field is preferred; a master's degree is advantageous.
- 2-4 years in a similar role, ideally within the retail or service industry.
- Excellent time management, analytical, and problem-solving skills; flexibility and adaptability to change.
- Good command of English and Albanian language, written and spoken.
- Computer literacy, good knowledge of MS Office.

Facts and Figures:

Position:	Customer Care Manager.
Location:	Prishtina.
Salary:	Competitive.
Contract:	According to Labor Law of Kosova.
Deadline:	24.11.2024.

How to apply:

To apply for the position, please send your CV and related documents, specifying the position you are applying for "**Customer Care Manager**", to the email address:

kosovo@eppc.al

You will be contacted by EPPC Kosovo only if your CV and supporting documents are qualified by our evaluation team.