

**Job title: Customer Care Representative**

**Work Location: Hariss International Limited – Kampala, Uganda**

**Division / Department: Commercial**

**Reports to: Customer Care & Distribution Manager**

**Essential Duties and Responsibilities:**

- Maintaining a positive, empathetic and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

**Education and/or Work Experience Requirements:**

- A minimum of a diploma in business administration or any other related field.
- Customer Service, Product Knowledge, Quality Focus, Problem Solving, Market Knowledge, Documentation Skills, Listening, Phone Skills, Resolving Conflict, Analyzing Information, Multi-tasking
- Communication skills
- Positive attitude
- Positive language

**Equal Employment Opportunity Policy**

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, or disability status.

Hariss International is an equal opportunity employer Minorities/Females/People with Disabilities/Protected Veterans/Sexual Orientation/Gender Identity.