

Customer Experience Associate

About the Role:

As a Customer Experience Associate, you'll play a vital role in elevating customer service at a leading food aggregator company. You'll be the primary point of contact for our customers, addressing their needs and concerns via chat, calls, and emails. But your role goes beyond just resolving issues. You'll also identify key customer problems and collaborate with other teams to develop innovative solutions, shaping the future of our customer experience.

This job also offers a unique opportunity:

- **Gain leadership experience:** This program is designed to equip you with the skills and experience, and provide a fast track career growth path within a year.
- **Explore diverse career paths:** Develop a well-rounded understanding of the food delivery industry while exploring potential career paths in sales, operations, program management, support, supply chain, and category management.

What You Bring to the Table:

1. **Zealous Customer Focus** – Experience in a fast-paced customer service and hospitality role. You thrive on creating positive experiences with empathy.
2. **Excellent Communication** – Strong communication skills with proficiency in typing and speaking efficiently.
3. **Analytical Mindset** – Handling problems is your forte! You excel at managing the resolution process, ensuring that communication remains clear and concise throughout.
4. **Creative Problem Solving Skills** – Solution seeking and problem solving is your passion. Your proactive approach ensures timely resolution of all customer queries.

We're looking for enthusiastic individuals who are passionate about customer service and eager to grow within a dynamic industry. If the above interests you, we encourage you to apply!