

**Company name:** A Better Florist

**Company background:**

A Better Florist is an online florist & flower delivery service in Singapore offering beautiful, affordable bouquets for many occasions. We're growing rapidly, with new orders and products coming out all of the time. Help us bring smiles and gifts to people across the island as a customer satisfaction agent.

**Job vacancies:** Online Customer Service Agent -Full Time

**Job description:**

We are looking for an online customer service agent based in the Philippines with a friendly disposition. You will be the front liner representing us! Through phone conversations and email, you will be responsible for settling all queries or needs of our customers. The goal is to ensure excellent service for anyone who uses our services. Respond efficiently to customer inquiries and maintain high customer satisfaction.

- Manage and respond to a high volume of customer queries or complaints via email or telephone.
- Resolve any emerging problems that our customer accounts might face with tact and efficiency.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Provide feedback to management to continuously improve our customer service systems and services.
- Working Hours: 40hr weekday (9AM-6PM)
- Working Locations: Online
- Monthly pay: 20,000-25,000 pesos depending on experience.

**Qualifications:**

- Calm and polite when handling customer complaints. Provide appropriate solutions and alternatives; follow up to ensure resolution.
- Stable internet connection for web-based phone calls and application use.
- A high sense of urgency and multitasking skills.
- Customer orientation and ability to adapt/respond to different types of characters
- Familiarity with CRM systems and practices is a plus!
- Excellent English written and verbal communication skills. Chinese is a plus, but not required.
- Fresh Graduates are encouraged to apply!
- Email us with your CV and cover letter to [recruiting@abetterflorist.com](mailto:recruiting@abetterflorist.com)

**Contact details:** [recruiting@abetterflorist.com](mailto:recruiting@abetterflorist.com)