

# Philippines Jobs Expertini®

## Customer Service Generalist PH

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Company: Premier Media

Location: Philippines

Category: office-and-administrative-support

Hello, Customer Service Generalists!

My name is Ari Siegel, and I am the Founder and CEO of History by Mail, a monthly subscription service for reproductions of historical letters and documents. Each letter comes with a separate document explaining the context of the letter including its author, recipient, and relevance to the events of its time, as well as a transcription when necessary.

History By Mail makes an excellent gift for history buffs of all shapes and sizes.

Our team of history enthusiasts works with archivists to select fascinating documents from the world's best archives and obtain the rights to use each document. A team of graphic designers then creates replicas which are delivered to subscribers on high-quality paper along with a context document.

### **About the role:**

We are seeking a dedicated and versatile individual to join our team as a Customer Service Generalist at Historybymail. In this role, you will play a crucial part in ensuring exceptional customer support, efficient order fulfillment, and the maintenance of accurate customer data. Your commitment to providing excellent service will be the cornerstone of our customers' satisfaction.

This is an exciting full-time role. We are actively seeking talented candidates residing in South America and the Philippines to join our team.

### **Responsibilities:**

Answer customer inquiries promptly and efficiently, going the extra mile to deliver exceptional customer support and ensuring our customers' needs are met.

Efficiently manage order fulfillment, which includes processing orders, tracking shipments, and proactively resolving any issues that may arise during the process.

Take ownership of managing and maintaining our customer database, meticulously ensuring data accuracy and integrity.

Collaborate with colleagues and utilize tools like Microsoft Office applications, Google Docs, and Google Sheets for effective data management and seamless teamwork.

## **Requirements**

Prior experience with order fulfillment processes and a strong understanding of customer database management.

Proficiency in Microsoft Office applications for creating and maintaining documents and spreadsheets.

Familiarity with Google Docs and Google Sheets for collaborative work and data management.

Any marketing experience will be considered a valuable asset.

Excellent communication and interpersonal skills, with a focus on providing outstanding customer service.

Adaptability and a positive attitude when handling constructive criticism and feedback, using it as an opportunity for personal and professional growth.

Strong organizational skills, attention to detail, and a commitment to maintaining data accuracy.

Team player mentality with the ability to collaborate effectively with colleagues to achieve shared goals.

## **Benefits**

Work with an existing talented team

Completely remote and flexible schedule

Location independence

You'll be joining a high-level and fast-paced team, working with exciting projects

Please note that you'll be joining a fast-paced and high-achieving team. You'll be held to high expectations and challenged. And you'll also be supported in your growth in this role professionally as well as personally.

If this sounds interesting to you, please proceed with the application.

Kindly be advised that the recruitment process is being managed by Premier Media. For any further details or inquiries, please reach out to the Premier Media recruitment team, as they oversee all our hiring procedures.

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