



WE'RE HIRING!

Associate / Officer – B2C

Department: Customer Experience –
Customer Services

Location: Karachi

Education: Bachelors from any HEC
recognized university

Experience: 02 – 04 years in relevant field

Deadline: April 15, 2024

Apply at: careers@1link.net.pk

Female candidates are encouraged to apply.



Title: Associate / Officer – B2C



Job Role & Requirements:

- Handle and own of high, medium, low client's complaints, queries and other related matters.
- Provide appropriate solutions and alternatives within the time limits; follow up on the complaints, queries, other information to ensure timely resolution, implementation.
- Provide extra level of customer service to enhance customer experience.
- Prepare and submitting timely MIS when needed.
- Build credible relationship with the clients and other stakeholders.
- Assist team members, supervisors as need basis.
- Ensure that the call quality standards are met that are defined by the management.
- Ability to work in flexible shifts.
- Ability to meet deadline on assigned task by the management.

At 1LINK we believe in equal opportunity & inclusivity for all. We encourage our employees to live a healthy life & work to the best of their potential. For employees to give their best, we offer:

- ① *Modular working options such as flexi-hours*
- ① *Continuous training and development*
- ① *Quarterly bonuses*
- ① *Heavily subsidized lunch and club facilities*
- ① *Employee educational support*
- ① *Performance bonuses*
- ① *Carpool incentive*
- ① *On premises gym facility*
- ① *In-person/online doctor consultation facility*

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