

## IT Auditor - Client of MM Management Consultant

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Company: Talent Pal

Location: Bahrain

Category: business-and-financial-operations

### About Our Client:

One of Saudi's leading companies in the construction and finishing industries manufacturing high quality national products that meet international standards. It strives to supply and sell a variety of products catering to local and regional markets at competitive prices.

### What you will do:

Setting clear performance goals and providing regular coaching feedback and training to enable continuous improvement.

Monitoring and analyzing customer feedback surveys and metrics to identify areas for improvement.

Collaborating with cross-functional teams to implement system improvements and new technologies to enhance customer support.

Establishing (KPIs) for the customer service team and tracking performance against targets generating regular reports on customer service metrics to senior management.

Conducting regular audits and call monitoring to ensure compliance with quality guidelines.

Ensuring that all team members are well equipped to handle various customer scenarios and challenges.

### What they do expect from you:

From 5 to 10 years of experience in Customer Service Management.

Familiarity with customer service software CRMs and other relevant tools to optimize team efficiency.

Excellent client-facing and internal communications skills.

Solid organizational skills including attention to detail and multitasking skills.

Must be a natural and intuitive problem solver able to anticipate and take corrective action self-motivated.

Proficient in using data to analyze customer service performance identify trends and implement improvements.

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