**Customer Care Executive**

Our client is one of the leading serviced office providers in Kenya. They’re looking for a talented, outgoing person for the role of Customer Care Executive. The role is based in Nairobi.

**Duties;**

* Serve visitors by greeting, welcoming, directing and announcing them appropriately
* Answer, screen and forward any incoming phone calls while providing basic information when needed
* Receive and sort daily mail/deliveries/couriers
* Oversee cleanliness of the offices.
* Assist on placement of orders and sourcing of quotations
* Maintain security by following procedures and controlling access (monitor Access)
* Maintains customer records by updating client information
* Update appointment calendars and schedule meetings/appointments
* Handle and record customer complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
* Take the extra mile to engage customers in all their needs
* Compile and maintain updated fixed asset register
* Generate and analyze monthly reports e.g. Printing, Courier, Meeting room and boardroom etc.
* Perform other clerical duties such as filing, photocopying, scanning etc.
* Register and sign in all customers (Entry and Exit forms)

**Requirements;**

* Age preference - 26 to 30yrs
* Gender preference – Female
* Degree holder – Added advantage
* Work experience - 4 years and above
* Expected start - Soonest possible

Salary budget Kes. 45,000 Gross

**How to apply:**

If you’re the person described above, please send your CV to [recruit@leeandmyles.co](mailto:recruit@leeandmyles.co) (the email is correct) clearly stating the job title in the subject line. Applications will close on 25th January 2021. Only shortlisted candidates will be considered.

**NB: The interviews will be on Zoom.**