

Online Customer Support Manager

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Company: Avon Products

Location: Perth

Category: other-general

Avon Products, a leading global beauty company, is seeking a skilled Online Customer Support Manager to join our team in Perth, Western Australia. This part-time position is ideal for a candidate with 6 years of experience in customer support, preferably in an online setting.

As the Online Customer Support Manager, your primary responsibility will be to oversee and manage the online customer support team, ensuring that all customer inquiries and issues are resolved in a timely and professional manner. You will be responsible for developing and implementing strategies to improve customer satisfaction and retention rates, as well as monitoring key performance indicators to assess the effectiveness of the customer support team.

In addition to managing the customer support team, you will also be responsible for training and coaching team members, as well as collaborating with other departments to ensure a seamless customer experience. Strong communication and interpersonal skills are essential for this role, as you will be required to interact with customers, team members, and other stakeholders on a regular basis.

The ideal candidate for this role will be reliable and adaptable, with a strong background in cooperation and project management. A proven track record of success in a customer support role is required, as well as excellent problem-solving skills and the ability to work well under pressure. Experience with CRM software and online communication tools is preferred.

Avon Products is committed to promoting equality and fairness for all employees. We offer a comprehensive benefits package, including vision insurance, parental leave, and paid sick leave. If you are passionate about providing exceptional customer support and have the skills and experience required for this role, we encourage you to apply by the deadline of May 1, 2024.

Equal Opportunity Statement: Avon Products is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law. How to apply: Apply on GrabJobs and you will be notified if shortlisted for the job.

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