

# Customer Service Representative (CSR) Officer

tvt07998@gmail.com

Phone :

Web :

## Job Summary

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Vacancy :

Deadline : Nov 30, 2024

Published : Nov 14, 2024

Employment Status : Full Time

Experience : Any

Salary : As per organization salary

Gender : Any

Career Level : Any

Qualification :



## Job Description

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### About Start to Star:

At Start to Star, we are passionate about empowering Afghan students, transforming their dreams into global success stories. We envision a world where Afghan students can pursue their dreams and achieve academic excellence on a global stage. We aim to be the guiding light that illuminates the path to international education, fostering a generation of leaders and innovators who will contribute to a brighter future for Afghanistan.

Our mission is to empower Afghan students by providing comprehensive study abroad and visa consultancy services. We are dedicated to simplifying the journey to international education, ensuring that every student receives personalized support and expert guidance. Through our unwavering commitment, we strive to make higher education accessible and attainable for all.

### Job Description:

A customer service representative officer is primarily responsible for addressing customer inquiries, resolving complaints, providing information about our services, maintaining positive customer relationships, and ensuring customer satisfaction by handling interactions through various channels like phone, email, and live chat, all while accurately documenting customer interactions and adhering to company policies; essentially acting as the first point of contact for customer needs and concerns.

### Job Requirements:

**Job Title:** Customer Service Representative

**Company:** Start to Star – Study Abroad and Visa Consultants

**Location:** Remote / On Site

### Job Requirements:

- **Educational Qualification:** Minimum high school diploma (12th grade pass) or equivalent.
- **Languages:** Proficiency in English, Persian, and Pashto.
- **Communication Skills:** Excellent verbal and written communication skills.
- **Customer Service Skills:** Strong interpersonal skills with a positive attitude and the ability to handle customer inquiries efficiently.
- **Current Affairs Awareness:** Knowledge of global current affairs, particularly related to study abroad destinations and visa issues.
- **Problem-Solving Skills:** Ability to troubleshoot and resolve issues effectively.
- **Adaptability:** Ability to adapt to changing priorities and manage time effectively.
- **Cultural Sensitivity:** Understanding and respecting cultural differences.
- **Computer Skills:** Proficiency in using MS Office and other relevant software applications.
- **Experience:** Previous experience in customer service or a related field is preferred but not mandatory.

### Key Responsibilities:

- Respond to customer inquiries via phone, email, and in-person.
- Provide accurate information about study abroad programs and visa requirements.
- Assist clients in completing application forms and submitting necessary documentation.
- Maintain updated knowledge of study abroad destinations, visa policies, and application procedures.
- Handle customer complaints and provide appropriate solutions in a timely manner.
- Coordinate with internal departments to ensure smooth processing of applications.
- Track and follow up on client applications and provide regular updates.
- Maintain a positive and professional demeanor to enhance customer satisfaction.

### Suggested Additions:

- **Flexibility:** Ability to work flexible hours, including weekends and holidays, if required.
- **Team Collaboration:** Work effectively as part of a team to achieve shared goals.
- **Attention to Detail:** Meticulous attention to detail to ensure accuracy in all communications and documentation.
- **Training and Development:** Willingness to participate in ongoing training and development programs to improve skills and knowledge.

### Submission Guideline:

#### Submission Guidelines:

- **Email Subject Line:** Application for Customer Service Representative Position
- **Email Address:** info@starttostar.com
- **Required Documents:**
  - Updated Resume/CV
  - Cover Letter explaining your interest in the role and how you meet the job requirements
  - Copies of relevant certificates and qualifications
  - References (if available)

#### Additional Instructions:

- Ensure that your resume and cover letter are clear, concise, and tailored to the job requirements.
- Highlight your language skills, customer service experience, and knowledge of current affairs related to study abroad and visa issues.
- Submit all documents in PDF format.
- Applications will be reviewed on a rolling basis, so early submissions are encouraged.

We look forward to receiving your application and potentially welcoming you to the Start to Star team!

#### Submission Email:

info@starttostar.com

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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