

## Customer Care Representative

### **“Incredible challenges, limitless potential and wonderful products”**

You are a dynamic and experienced Customer Care professional who possess a mixture of customer-orientation and strong problem solving skills, hardworking and able to work in a fast-paced environment.

In this role, you will be the first point of contact for consumers, visitors and clients of Nestlé Consumer Centre as well as Nestlé Malta Head Office, handling various queries with continuity up to closure. The successful incumbent will be an integral part of our Customer Care team, ensuring excellent service standards and maintaining high customer satisfaction.

### **Key responsibilities**

- Manage in a graceful manner, with the loyalty scheme members, the redemption scheme and recycling of redeemed material
- Manage, report, follow-up and escalate customer contacts and complaints
- Record and manage administrative tasks related to Nesquik club and any other Brand Related initiative that might be deemed appropriate
- Organize logistic and set up of workshops / events, to be held either at Nestlé Consumer Center or elsewhere
- Solve issues and provide assistance upon requests
- Handle main reception desk telephone calls & requests (internal & external) in a courteous and customer oriented manner
- Handle routine correspondence, short notes or other documents based on short instructions & templates
- Coordinate and Organize Office and meeting room supplies to ensure appropriate availability
- Taking and record direct orders from consumers, sales team, employees & customers at front desk and deliver products, handle payment and invoice accordingly
- Preparation of Hampers and other related promotional items for internal & external stakeholders
- Other duties which may be deemed appropriate for the role, assigned from time to time

### **Key Capabilities**

- Reflect the Company's Corporate image in handling of activities, care of the work environment and presentation and information to customers/consumers
- Good understanding of customer relations and public relations
- Digital understanding

### **Education and experience**

- Relevant diploma/ years of experience in general administration, secretarial duties or similar education
- Excellent communication and customer handling skills
- Exposure to busy fast paced environment with a customer facing role
- Computer literacy (MS office tools)
- Knowledge of Nestlé products and customer environment as an asset
- Knowledge of the Company's structure, procedures, ways of working and tools
- Knowledge and understanding of the local retail consumers, competition and the trade customers and structure
- Fluent in English and Maltese, any other language is a plus