

Customer Service Officer- KBE International

KBE International is a forward-thinking company committed to delivering top-quality products and services.

Location: Beirut-Lebanon

Major: degree in Business Administration, Marketing, or any related field

Experience: fresh graduates are accepted

Major Responsibilities:

- Contact clients by phone to follow up on submitted quotations, address inquiries, and provide additional information as needed to move the sales process forward.
- Check in with clients and internal teams to track the progress of ongoing projects, ensuring timely and effective communication regarding project milestones and updates.
- Generate new leads by reaching out to prospective clients and capturing valuable information through phone conversations and CRM updates.
- Maintain and update client records, including quotation statuses, project progress, and lead information, in our CRM software to ensure data accuracy and timely follow-ups.
- Provide exceptional customer service, addressing client concerns and questions promptly and professionally.
- Work closely with the sales and project teams to ensure smooth communication and successful conversion of leads into business opportunities.

Additional Requirements:

- Proven experience in customer service, sales, or a similar role, preferably in an office or project-driven environment is a plus.
- Familiarity with CRM software and data entry.
- Experience in lead generation or sales support is a plus.

How to Apply:

Kindly send your CV or contact the Career Services Center, E-mail: career.services@balamand.edu.lb, Ext. 7801, 7802