

## Contact Center Co-worker - Avenues Store

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Company: Ikea

Location: Kuwait

Category: office-and-administrative-support

### Job description

You have a friendly and personable attitude with the ability to adapt to the different needs of our customers. You possess strong problem solving skills to help create innovative solutions for our customers needs. Each customer is unique and you have the ability to show empathy and resilience with each customer contact. You have excellent computer skills with the ability to learn new software programs. You have excellent written and verbal communication skills.

### Qualification

As a Contact Centre Centre Co-Worker, your daily responsibilities will include general customer inquiries, finding solutions for the customer and being the contact for online orders. These inquiries can include investigating complex cases, taking payments, liaising with IKEA Service providers and assessing quality & warranty issues. You will deliver quality customer service across various communication channels including phone, email and social media.

By building trusting relationships with our customers you will educate customers on our home furnishing solutions. You will get the opportunity to discover the important role you play in making a positive impact on the customer journey within IKEA.

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