

Customer Experience Representative - Job Description

Job Title: Customer Experience Representative

Reports to: Operations Lead

Location: Office-based (Phone, Chat & Email Support)

Salary Range: ₦70,000 - ₦100,000/month

Employment Type: Full-time

Role Summary

As the voice of The Yuolo Solutions, you'll be the first point of contact for clients across our five service verticals. You'll transform customer interactions into exceptional experiences by providing prompt, empathetic, and solution-oriented support through multiple channels.

Key Responsibilities

Customer Interaction & Support

- Handle customer inquiries, bookings, and support requests via phone, email, and chat
- Resolve customer complaints with empathy and efficiency across all service verticals
- Provide accurate information about accommodations, car hire, food delivery, self-care services, and tourist attractions
- Maintain a friendly, professional tone that reflects our hospitality brand values

Relationship Building & Retention

- Build rapport with customers to enhance loyalty and repeat business
- Gather customer feedback to identify improvement opportunities
- Support client onboarding and assist with office walk-in inquiries
- Coordinate with operations team to ensure seamless service delivery

System Management & Reporting

- Log all customer interactions accurately in our CRM system
- Track and follow through on customer issues until resolution
- Prepare weekly reports on customer satisfaction metrics and common issues
- Identify trends in customer feedback to help improve services

What We're Looking For: Required Qualifications

- OND/HND/BSc in any discipline
- 1+ year experience in customer-facing role (hospitality or service industry preferred)
- Excellent verbal and written communication skills
- Strong empathy and problem-solving abilities
- Basic proficiency with Microsoft Office and CRM systems

Ideal Candidate Profile

- Empathy Champion: Naturally understands and responds to customer emotions
- Solution Finder: Enjoys solving problems and creating positive outcomes
- Clear Communicator: Explains complex information simply and effectively
- Team Collaborator: Works well with operations and marketing teams
- Detail-Oriented: Meticulous in logging interactions and following processes

Growth Opportunities

- Develop expertise in multi-service hospitality support
- Learn advanced customer relationship management
- Grow into team leadership or specialized customer experience roles
- Build career in hospitality and service industry management

What We Offer

- Comprehensive training on our service verticals and systems
- Supportive team environment with growth opportunities
- Experience working across diverse hospitality services
- Regular feedback and professional development support