



Customer service assistant Job description

Hours: Monday – Saturday (five out of six days) 09.00 -17.30

Reports to:

Location: Wheelz HQ and occasional working from home

Salary range:

Role purpose: The face of customer interaction for Wheelz GH. Duties include resolving customer complaints, responding to phone call and email requests and maintaining customer service records. The purpose of this role is to provide an enhanced customer journey. You will need to be able to provide excellent customer service and effective administration support for all external and internal customers through a variety of communication channels.

Why Wheelz GH

At Wheelz GH our employees (better known as ‘our partners’) are our first customer! So our priority is to make sure you have the right equipment, training and working conditions to exceed in your role. We offer a range of partner benefits such as performance related bonuses, paid leave, training, discounted Wheelz rentals, uniform and much more.

Main duties and responsibilities

Customer Service Assistants are responsible for providing assistance to a company’s customers or clients. They will need to fulfil the following important duties to excel at their job:

- Raising support tickets to enable tracking and resolution of customer requests
- Investigating and resolving customer complaints then closing support tickets
- Maintaining a database of customer information

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- Escalating inquiries to the appropriate team, when necessary
- Checking product or service availability
- Assisting customers with registration or account creation
- Passing customer feedback onto the product or sales team to improve the organisation's offerings
- Assist customers with various post rental inquiries that involve the rental and billing process
- Work in a fast paced environment, while providing helpful customer service that enhances the customer's rental experience.

Skills, qualifications and experience

- Excellent interpersonal and active listening skills
- Clear communication skills and a strong command of the English language
- Strong attention to detail
- Working knowledge of customer relationship management (CRM) tools
- Ability to work well in a team
- Multitasking skills and good organisational abilities
- In-depth knowledge of customer relationship management (CRM) principles
- Ability to work calmly under high-stress situations

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