



Position: CUSTOMERS CARE MANAGER

Responsibilities:

- Professionally handling enquiries from members and prospects providing help and advice
- Formalization of membership for new members / Renewal of membership for existing members
- Updating of databases
- Follow – up of members fee payments
- Writing reports analysing the customer feed-back to the AEB members and identifying their service that the AEB provides
- Maintaining feed-back to the AEB members & identifying their position with regard to the AEB membership
- Communicating of frequent request to relevant Departments
- Developing member service procedures, policies and standards
- Operating and developing of the AEB loyalty program
- Other duties as required by AEB management

Requirements:

- Higher education
- Education and/or working experience abroad is an asset
- Very good written and spoken command of English and Russian
- Excellent verbal and written communication skills
- Demonstrated passion for excellence with respect to caring for members
- Attention to detail and follow through
- Upbeat, caring and empathetic personality
- Highly motivated self-starter
- Team player

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