

## Position Title: Customer Service and Communications Representative

### About *Elevate Co., Ltd.*

Elevate Company Limited is an e-commerce managed services provider that assists online retail businesses to achieve their business goals in South East Asia. Elevate's professional managed services include web development & design, website management; online marketing, digital merchandising, social media marketing, photography & graphic design, customer service; inventory management and logistics.

We have an exciting position that has become available in our team for the position of Customer Service & Communications Representative. Our business is growing quickly and our "promote from within" culture will see the successful candidate with a solid career plan for their future.

The Customer Service & Communications representative is an extremely exciting position for the right candidate who wishes to have a hands-on job in a dynamic workplace! This position is limitless and is a great learning experience for individuals interested in the e-commerce industry. The successful candidate will be working with all departments of the business, which makes this job very interesting, exciting, and beneficial for individuals willing to learn with an open mind. You will have the opportunity to advance within our company and gain valuable experience within the industry.

#### *The main responsibilities of the position:*

- Responsible for product listing management and content creation for various market places such as Amazon, eBay and other platforms;
- Ensure that all content written and provided is well optimized enabling high search visibility and volume;
- Communicating with customers via email and telephone call;
- Managing customer messages and inquiries with effective problem solving and dispute resolution;
- Work closely with marketing and graphics team to create promotional campaigns and other marketing related tasks;
- Plan and organize processes and templates, ensuring good quality practices;
- Complete and follow other responsibilities assigned by supervisor/manager;
- Ability to work effectively outside working environment.

#### *The key personal attribute of the person we are looking for:*

- Thai national only;
- You will have excellent English written and speaking skills;
- You will have excellent computer skills with experience in Word & Excel;
- Well organized, self-motivated and determined;
- Positive, dynamic attitude and wants to contribute to the success of the business;
- Ability to provide perspective and innovative ideas;
- Fresh graduates are welcome to apply.

Please feel free to apply for this role by sending us a cover letter as well as an updated CV/resume by clicking "**Apply Now**"

#### **Company address:**

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