

Position Title: Customer Support Assistant

✓ Minimum Requirements:

- Strong **verbal communication** and **active listening skills** to assist customers professionally.
- Confidence in handling a variety of client concerns with a **positive attitude** and **patience**.
- Ability to provide **customer-focused support** and resolve issues efficiently.
- Basic knowledge of **computer use** and familiarity with messaging, email, or ticketing tools.
- Availability to work **both online (remote)** and **on-site**, depending on customer support needs.

📁 Key Responsibilities:

- Provide prompt and helpful responses to customer inquiries via **phone, email, and social media**.
- Guide new users on how to register, upload products, and communicate with buyers or sellers.
- Keep track of customer concerns, escalate issues when needed, and ensure follow-ups are completed.
- Actively collect **feedback** and work with internal teams to improve the customer experience.
- Maintain accurate records of customer interactions and update client support documentation.

✉ How to Apply:

Send your **CV** to ✉ career@shopin.rw with the **job title (Customer Support Assistant)** as the email subject.

Submit your application **before the deadline on 20th May 2025**.

🔊 **Only selected candidates will be contacted** for interviews.

☐ If you do not receive a response within two (2) weeks of the deadline, kindly understand that your application was not successful.

Latest updates about this job application and future opportunities, Important announcements, reminders, and tips to help you through the application process, follow us on Instagram: [@shopin_rwanda](https://www.instagram.com/shopin_rwanda)

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