



<https://cubemovers.co.ug/job/customer-service-representative/>

Customer Service Representative

Description

Title: Customer Service Representative – Kampala

Location: Kampala, Uganda.

Job Summary:

In this role, the incumbent will be the communication liaison between the company and its current and potential customers by; introducing our services, providing assistance, information, and support to customers regarding our services primarily over the phone and digital platforms. The Customer Service Representative serves as the front line of support for the organization.

Key Responsibilities

- Respond to incoming calls, messages, and emails in a timely manner.
- Respond to social media enquiries and requests promptly.
- Log enquiries through client creation and updates in the CRM.
Allocate enquiries to Move reps on the CRM, schedule surveys, and track the TAT for closure.
- Manage TAT for move reps on updates on sales deals and move coordination on the CRM.
- Creating a professional buy-in atmosphere to keep the client engaged and interested in our services.
- Seize opportunities to upsell products when they arise by pitching additional services while engaging the clients.
- Build sustainable relationships and engage customers by going the extra mile.
- Update the survey schedule as inquiries requiring physical surveys arise.
- Schedule and coordinate surveys effectively bearing in mind routes and time.
- Prepare and share the updated and accurate daily sales report.
- Liaise with departments/branches/external stakeholders to coordinate successful moves.

Key Skills and Requirements

- Some experience in customer service, call center or sales, and marketing in service-related fields.
- Outgoing personable nature with good communication and interpersonal skills.
- Tech-savvy to work with different social media platforms, CRM and mobile phone.
- Excellent organizational skills and a team player.
Diploma/Degree Certificate in a Business related field.

Interested candidates are requested to share their application to hr@cubemovers.co.ke stating the subject

Hiring organization

Cube Movers

Employment Type

Full-time

Industry

Moving and Relocations Services

Job Location

Kampala, Uganda

Date posted

September 10, 2025

heading "CUSTOMER SERVICE REP - KAMPALA" clearly indicating their, daytime telephone contacts, and addresses of three referees, of which two must be of former employers. The Applications will be reviewed on a rolling basis; the deadline is 20th September 2025 at 4:00 pm.