



<https://workolic.com/job/9mobile-recruitment/>

9mobile Recruitment Application Form Portal 2025

Description

We are currently seeking enthusiastic and dedicated individuals to join our dynamic team as Customer Service Representatives at 9mobile. As a Customer Service Representative, you will play a crucial role in ensuring excellent customer experiences by addressing inquiries, resolving issues, and providing exceptional service. This is an exciting opportunity for individuals who are passionate about delivering top-notch customer support in a fast-paced telecommunications environment.

Responsibilities

- Respond promptly to customer inquiries via phone, email, and live chat.
- Resolve customer issues and concerns with professionalism and efficiency.
- Provide accurate information about products, services, and promotions.
- Collaborate with internal teams to address complex customer problems.
- Keep detailed records of customer interactions and transactions.
- Stay updated on product knowledge and industry trends to better assist customers.
- Identify and escalate priority issues to the appropriate channels.
- Strive for first-call resolution and customer satisfaction.

Qualifications

- Bachelor's degree in Business, Communication, or a related field.
- Proven customer service experience in a telecommunications or similar industry.
- Excellent communication and interpersonal skills.
- Strong problem-solving abilities and attention to detail.
- Ability to work in a fast-paced environment and handle high call volumes.
- Proficient in using customer service software and Microsoft Office Suite.
- Flexibility to work in shifts, including evenings and weekends.

Job Benefits

- Competitive salary and performance-based bonuses.
- Comprehensive health and wellness benefits.
- Opportunities for professional development and career growth.
- Employee assistance programs.
- Access to cutting-edge technology and training.
- A positive and inclusive work culture.
- Employee discounts on company products and services.

Contacts

Interested candidates are invited to apply through the 9mobile Recruitment 2023 Application Form Portal 2024. Please submit your resume, cover letter, and any relevant certifications. Only shortlisted candidates will be contacted for interviews.

Hiring organization

9mobile

Employment Type

Full-time

Industry

Telecommunications

Job Location

Plot 19, Zone L, Banana Island,
Ikoyi Lagos, Lagos, NG, 101233,
Ikoyi , LAGOS, Nigeria

Working Hours

9

Date posted

April 17, 2025

Valid through

15.12.2026

[Apply to 9mobile jobs portal](#)

Note: 9mobile is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.