

## **Wanted: Customer Care Representative for Otayo!**

### **Who is Otayo?**

Founded in 2004, Otayo celebrates 17 successful years in Mauritius, catering for over 1000 events. Otayo is the best one-stop shop for finding tickets to the hottest shows and events that's everyone talking about.

Whether you're a sports fanatic, concert aficionado, or theatre enthusiast. Otayo makes it as easy as possible to find and buy tickets to the hottest live events including – concerts, music festivals, theatre, sports and business conferences.

### **Who are we looking for?**

We are looking for a young dynamic candidate, passionate about customer service and have the ability to cater for crowded events. The ideal candidate should be outgoing and smart, with a welcoming and pleasant attitude.

Position Requirements:

- Academics: Minimum HSC- With Good Passing Results, A diploma will be an advantage
- Working Days: Monday - Friday (8am-5pm) + You will have to work on-site during the events which are mostly done during weekends (evening-night time)
- Salary Scale: Rs 15,000- Rs 20,000 (Depending on Qualification and Experience)

### **Skills and persona:**

- Outgoing and Smart
- Attentive to details and Able to work under pressure
- Affinity for customer service
- Proactive and responsible
- Computer Literate- good Excel skills
- Pleasant and welcoming over the phone.
- Good Communication Skill (phone, whatsapp, email)
- Fluent in both English and French

### **Main Duties and Responsibilities:**

- Client's communication and full reservations responsibility from A-Z
- Conduct email/phone communications with customers in both English and French
- Events Sales Preparation
- Event Planning

- Booking system updating
- Event On-site Services
- Dealing with customer issues (complaints, cancellations etc)
- Ticket Booking & payment processing

### **How to apply?**

If you think you have the following skills and fit the criteria, send your candidacy to [abzglobalrecruitment@gmail.com](mailto:abzglobalrecruitment@gmail.com) or apply directly on our career page (<https://abzgroup.info/careers.html>). We look forward to meeting prospective candidates who will fit in this position and grow within the company!