

onogo  
.com

# Team Focus

Customer Experience



Onogo are Elite Amazon Sellers. Ranked in the top 1000 of 2.5 million globally. We power over a million marketplace sales per annum.

Our focus on fantastic service is epitomised by a 98% positive customer feedback score.

## Who are we?

We love technology, brands and making things work in competitive environments and our success derives from clever technology, insights, knowledge and our team experience and culture of driving successful outcomes for our partners and ourselves.

We have a team of over 70 people and each of us plays a key role in our success. Our culture is everything to us at Onogo and we value every individual for the personal contribution they make.

## What do we do?

Our goal is to provide the best online value and service through various platforms, including Amazon. We've developed bespoke software and business practices to enable us to power over a million marketplace sales per year.

We carry in excess of 5000 lines across 6 categories. Dispatching up to 8000 orders globally per day, we take one order every 20 seconds.

The range of career opportunities we offer as a business is vast, each area is critical to our success and we can offer roles that you may have thought didn't exist in Jersey, with a business that is truly unique.

## Team Focus: Customer Experience

We support customers by answering questions, solving order related problems, turning situations around and handling orders using our internal bespoke systems.

We also support the Buying and Warehouse teams by collating data on issues and trends to enable correction and measures taken to prevent negative impact reoccurring or escalating.

We look after the health of our accounts with different marketplaces, monitoring and actively managing the impact of negative feedback and claims.

How do you contribute to the success of Onogo?

Increasing customer retention and positive outcomes, by providing excellent customer service and supporting our presence on marketplaces.

Describe the types of roles/opportunities in your team

Providing the business with access to customer insights to enable measures that are up to date and take into consideration the customer needs.

What makes the role interesting?

In the future as we're growing and expanding, the roles that could be part of our team would be Customer Service Agent, Supervisor/Team Leader and Assistant Manager.

What are the challenges?

Being in the front line with our customers, being able to make a difference and turn an unhappy customer into positive feedback or outcome, being given the tools and support to succeed and handling our daily workload in 7 different languages and managing any unexpected situations!

What skills/experience do you need?

The ability to continuously learn, retain and apply knowledge and information, working under pressure when needed to increase the speed of tackling tickets from customers, and ability to quickly learn to use different systems.

## What development opportunities are available?

“Meritocracy” is another of our core values; we believe in rewarding based on your own merit, so everyone has the opportunity to develop in our business.

Within Finance you can advance and develop your skills in bookkeeping and accountancy.



Interested in working with us?  
See our latest vacancies at [Onogo.com/jobs](https://onogo.com/jobs)

Interested in a career in Customer Experience?  
Here are a few things you can search Online to  
learn more...

- Ecommerce Customer Experience (ECX) vs. User Experience (UX)
- Edelman's 2019 Trust Barometer Special Report
- Selling Proposition & Creating Perceived Value