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Dragnet Nigeria Recruitment 2025/2026 – Apply Now 2025

Description

Dragnet Nigeria is currently seeking dynamic and customer-focused individuals to join our team as Customer Service Representatives. As a Customer Service Representative, you will play a crucial role in ensuring exceptional customer satisfaction by addressing inquiries, resolving issues, and providing outstanding service. This is an exciting opportunity to be part of a leading organization and contribute to our commitment to excellence.

Responsibilities:

- Respond to customer inquiries via phone, email, and chat in a professional and timely manner.
- Resolve customer issues and concerns to ensure a positive customer experience.
- Provide accurate information about products, services, and company policies.
- Collaborate with internal teams to address customer needs and escalate issues as necessary.
- Maintain a high level of product and service knowledge to effectively assist customers.
- Document and track customer interactions and feedback.
- Meet or exceed performance goals related to customer satisfaction, response time, and issue resolution.

Qualifications:

- Minimum of a Bachelor's degree in any relevant field.
- Proven experience in customer service or a related role.
- Excellent communication and interpersonal skills.
- Ability to handle challenging situations with patience and professionalism.
- Strong problem-solving skills and attention to detail.
- Proficient in using customer service software and tools.
- Flexibility to work in shifts, including weekends and holidays.

Benefits:

- Competitive salary and performance-based incentives.
- Health insurance coverage.
- Professional development opportunities.
- Supportive and collaborative work environment.
- Employee wellness programs.

How to Apply:

Interested candidates should visit our official website www.dragnetnigeria.com to submit their resumes and complete the online application form.

Hiring organization

Dragnet

Employment Type

Full-time

Industry

Information Technology & Services

Job Location

Shippers Tower, 3rd Floor., 102241, Apapa, Lagos, Nigeria

Working Hours

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Date posted

April 26, 2026

Valid through

01.02.2026

Note: Only shortlisted candidates will be contacted for interviews.

Dragnet Nigeria is an equal opportunity employer. We encourage diversity and inclusion in the workplace.