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Ikeja Electric Recruitment 2025/2026 Application Form Portal

Description

Ikeja Electric is seeking qualified candidates to join our dynamic team as Customer Service Representatives. As a Customer Service Representative, you will be responsible for delivering exceptional service to our customers, addressing their inquiries, and ensuring their satisfaction. This role plays a crucial part in maintaining positive customer relationships and contributing to the overall success of Ikeja Electric.

Responsibilities

- Responding to customer inquiries via phone, email, and in-person with a focus on first-contact resolution.
- Providing accurate information about Ikeja Electric services, products, and billing inquiries.
- Handling customer complaints, concerns, and escalations with professionalism and empathy.
- Processing service requests, account changes, and billing adjustments in a timely and efficient manner.
- Collaborating with other departments to resolve complex customer issues.
- Maintaining up-to-date knowledge of company policies, procedures, and service offerings.
- Contributing to the continuous improvement of customer service processes.

Qualifications

- Minimum of a Bachelor's degree in Business Administration, Communications, or a related field.
- Proven customer service experience with excellent communication and interpersonal skills.
- Strong problem-solving abilities and the ability to think on your feet.
- Proficiency in using customer service software and Microsoft Office applications.
- Ability to work well under pressure and handle challenging situations with a positive attitude.
- Demonstrated ability to work independently and collaboratively within a team.

Job Benefits

- Competitive salary and performance-based incentives.
- Health insurance coverage.
- Training and development opportunities for career advancement.
- Employee assistance programs.
- Vibrant and inclusive work environment.

Contacts

Hiring organization

Ikeja Electric

Employment Type

Full-time

Industry

Utilities

Job Location

178 Obafemi Awolowo Way,
Oregun, 100212, Ikeja, Lagos,
Nigeria

Working Hours

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Date posted

September 24, 2025

Valid through

01.01.2026

Interested candidates should visit the Ikeja Electric Recruitment 2024/2025 Application Form Portal [Job portal link](#) to submit their applications. Please ensure that your resume, cover letter, and any other required documents are uploaded in the specified format.

Ikeja Electric is an equal opportunity employer. We encourage individuals from diverse backgrounds to apply. Only shortlisted candidates will be contacted for interviews.