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Eco-Social Development Organization (ESDO) Insight

Customer Service Officer

Vacancy: **10**
Location: **Anywhere in Bangladesh**
Experience: **At least 2 years**
Age: **At most 40 years**
Salary: **Negotiable**
Published: --

Requirements

Education

- Bachelor's degree in Business Administration or a relevant discipline.

Experience

- At least 2 years
- The applicants should have experience in the following business area(s): NGO

Additional Requirements

- Age At most 40 years
- Minimum 2 years in customer service.
- KPIs: Complaint resolution time, customer satisfaction, service response and complaint closure rate.

Responsibilities & Context

ESDO was established in 1988 with the aim of supporting poor and marginalized people affected by the devastating flood and gradually moving towards achieving a broader vision of achieving sustainable, secured, and resilient livelihoods for these poor and marginalized people through improving their overall sustainable development. For the last more than three and a half decades of its development journey, ESDO has set an outstanding example of a sustainable development model for the underprivileged communities of Bangladesh. ESDO has

been working in the country's primarily unserved and underserved locations, nurturing a community-focused participatory approach and people's ownership. Consequently, the ESDO's working area has already established an enabling environment. We have made notable achievements in livelihood improvement, food security and nutrition, education, women's

Application Deadline : **17 Nov 2026**

empowerment, health, the promotion of children's rights, adolescent and youth engagement, and the rights of ethnic minorities. During this long span, we have adapted to the changing situation and provided the most time-bound effective services, especially to the poor and disadvantaged people. Considering the government's development policies, we are currently implementing a considerable number of projects and programs, including a microfinance program, through a community-focused and people-centered approach to accomplish the government's development agenda and the Sustainable Development Goals (SDGs) of the UN as a whole. One of the most dynamic organizations, ESDO, is expanding its development interventions across 422 upazilas under 56 districts of Bangladesh, thereby reaching over 15.73 million impoverished and vulnerable individuals.

ESDO is going to implement **DRS Rooftop Solar Program** in Bangladesh. ESDO is inviting applications from interested qualified candidates for the following position.

Job Purpose

Ensure effective customer communication, complaint handling and after-sales service coordination.

Key Responsibilities:

- Maintain a customer service database.
- Receive and register complaints and service requests.
- Coordinate complaint resolution with Technical and Operations teams.
- Monitor response and resolution timelines.
- Communicate installation schedules and service updates.
- Collect customer satisfaction feedback.
- Maintain warranty and maintenance records.
- Coordinate periodic customer follow-ups.

Compensation & Other Benefits

Others benefit as per Project Allocation.

Workplace

Work at office

Employment Status

Full Time

Job Location

Anywhere in Bangladesh

Job Highlights

ESDO is going to implement **DRS Rooftop Solar Program** in Bangladesh.

Read Before Apply

Eco-Social Development Organization (ESDO) follows a zero-tolerance policy against all forms of inhumane behavior, including child and youth abuse, gender-based violence, extremism and terrorism, corruption, sexual harassment, sexual misconduct, sexual exploitation, and abuse. If there is any evidence of your involvement in such behavior in your personal life or at any of your previous workplaces, you are kindly requested not to apply for this position. If any false information or such misconduct is discovered after appointment or during the period of employment, ESDO will take appropriate action in accordance with its internal policies and the prevailing laws of the Government of Bangladesh.

Apply Procedure

Hard Copy

Interested candidates are requested to submit their resume through ESDO online career portal (https://esdo.net.bd/career/) 17/11/2026 by
5.00PM.
Only shortlisted applicants will be contacted and called for interview.
Women are especially encouraged to apply.
Equal opportunity, promoting women & children rights is mandate of ESDO.

Eco-Social Development Organization (...

NGO/Development | 56+ Vacancy | 12 Jobs

501 - 1000 Employees

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Address:
ESDO House, House # 748, Road no: 08, Baitul Aman Housing Society, Adabar, Dhaka-1207, Bangladesh

Website:
https://esdo.net.bd/career/

Would you like to know more about Eco-Social Development Organization (ESDO)?

Find out more about services, features, and available opportunities.

View Company Insight

Report this Job / Company (রিপোর্ট)

⚠ রিপোর্ট

এই চাকরির জন্য বিজ্ঞাপনদাতা ব্যক্তি/প্রতিষ্ঠান আপনার কাছ থেকে কোন অর্থ চাইলে কিংবা নিয়োগ প্রক্রিয়া চলাকালীন কোন প্রকার হয়রানি মূলক (শারীরিক/মানসিক) আচরণ করলে অতিসত্বর আমাদেরকে জানান অথবা জবটি রিপোর্ট করুন। চাকরি পাওয়ার জন্য কোন ব্যক্তি/প্রতিষ্ঠানকে অর্থ প্রদান করবেন না। চাকরিকালীন কোন প্রকার হয়রানির (শারীরিক/মানসিক) সম্ভাবনা থাকলে সেখানে জয়েন করবেন না। কোন প্রকার অর্থ লেনদেন বা নিয়োগদাতা কর্তৃক হয়রানির দায়িত্ব বিডিজবস বহন করবে না।

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