

Remote Data Entry / Customer Service Representative

Description

Sona is hiring a remote Data Entry / Customer Service Representative in Nigeria. The role combines accurate database and record maintenance with customer support by phone, email and live chat. The advertised pay range is ₦100,000-~~₦150,000~~ per month. The position is permanent and full-time.

Responsibilities

- Enter, update and maintain company data accurately.
- Process and verify information from customer orders, invoices and other documents.
- Audit records and correct discrepancies.
- Organize digital and physical records for retrieval.
- Handle customer inquiries by phone, email and live chat.
- Resolve customer issues and maintain interaction records.
- Coordinate with sales, logistics and other internal teams.

Qualifications

- Previous experience in data entry, customer service or a related field is preferred.
- Familiarity with CRM systems and databases is an advantage.
- Proficiency in Microsoft Office, especially Excel.
- Accurate typing and strong attention to detail.
- Strong written and verbal communication.
- Ability to multitask, prioritize work and meet deadlines.

Experience

Previous data-entry or customer-service experience is preferred.

Skills

Data entry, customer service, Microsoft Excel, CRM systems, databases, typing, communication, record management, problem solving, multitasking.

Job Benefits

Permanent remote work. Advertised pay: ₦100,000-~~₦150,000~~ per month.

How To Apply

Apply through the current Indeed listing: [Sona Data Entry / Customer Service application](#).

Hiring organization

Sona

Employment Type

Full-time

Duration of employment

Permanent

Industry

Customer Service / Administrative Services

Job Location

Remote, Nigeria, Nigeria
Remote work possible

Working Hours

Full-time; exact daily schedule was not specified in the available listing.

Date posted

October 3, 2026