

JOB DESCRIPTION FOR THE POST OF CUSTOMER SUPPORT EXECUTIVE	
DESIGNATION	Customer Support Executive
EXPERIENCE	01 to 03 years
QUALIFICATION	Min 12 th Pass, Graduate (will be an added advantage)
SHIFT & COMMU. LANGUAGE	Regular / Night Shift (if required) / English, Hindi, Marathi & Tamil
LOCATION	Mumbai
ROLES & RESPONSIBILITIES	<ul style="list-style-type: none"> ➤ To understand the product very well and able to deliver the product knowledge and benefits to customers. ➤ Make calls professionally to provide information about products and services to attract potential customers and fix up meetings. ➤ Attend every mode of enquiries and pass it on to the concerned person for action. ➤ Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken. ➤ Follow up to ensure that appropriate actions were taken on customers' requests. ➤ Prepare & maintain product or service reports by collecting and analysing customer information.
SKILLS REQUIRED	<ul style="list-style-type: none"> ➤ Strong communication and inter-personal skills to work across teams with geographically remote team member. ➤ Motivated self-starter with the ability to learn and adapt. ➤ Ability to listen and active problem solving skills
DESIRED SKILLS	<ul style="list-style-type: none"> ➤ Ability to handle In-bound & Out-bound calls from and to clients ➤ Knowledge of Microsoft Office (Excel) will be an added advantage.