

23/12/2022

PLACEMENT NOTICE
GRADUATES AND POST GRADUATES OF ALL PROGRAMMES

Job Details

Employer: Greytrix India Pvt Ltd

Job Title: CRM Support

Job Type: Full-time

Educational Requirements:

Master of Business Administration (MBA) -- 2 Year Program: Year - 2, Alumni

Specializations: Marketing, Marketing Management

Bachelor of Business Management (BBM): Alumni

Specializations: All Specializations

Bachelor of Commerce (BCom): Alumni

Specializations: All Specializations

Bachelor of Science (BSc): Alumni

Specializations: All Specializations

Bachelor of Computer Application (BCA): Alumni

Specializations: All Specializations

Bachelor of Management Studies (BMS): Alumni

Specializations: All Specializations

Website:

<https://www.greytrix.com>

No. of positions: 1

Salary or Cost to Company (CTC):

INR 1,00,000 - 2,70,000 Per Year

Job Location(s):

Navi Mumbai, Maharashtra

Responsibilities:

- QRC (Queries, Requests and Complaint) handling through emails and chat.
- Manage customer service offerings to maximize relationship building opportunities
- Track and maintain customer interactions
- Provide email support to customers and provide various services available in the respective regions.
- Improving the overall customer relationship, delivering reliable administrative support and customer service.
- Acknowledging customers promptly and treating them in a courteous manner
- Finding out what information, products or services the customer requires to meet his/her needs, providing clear, accurate and relevant information.
- Maintaining a strong knowledge of products of the company.
- Assist in the analysis of customer trends to enhance sales and service management process and pre-requirements.

- Escalate unresolved concerns to the appropriate teams or SPOCs
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Recommends potential products or services to management by collecting customer information and analysing customer needs.

Very Strong knowledge in Excel, including Microsoft Office products, Outlook and Word.

Qualification & Skills:

Mandatory Criteria for freshers :

@Excellent communication

@Any Graduate

Additional Information:

Salary:- Starting 3 months salary will be 12500/- And next 9 months it will be 21100/- (for first year)

Written Commitment for 2.8yrs compulsory (NO document will be collected)

How to apply: Register on the below given link:

<https://forms.gle/2vjnLD57euHa5bAg6>

Interested students may register on the above given link latest by 25th December, 2023.



I/C Principal