

JOB TITLE : Customer Service Personnel

Job Code :
Division : **Chennai - Perso**
Department : Customer Service
Employment Type : Full Time
Designation : Executive / Sr. Executive
Job Location : Chennai
Report Manager : Jayashree V
HR Contact : **Parthiban R**
CTC Offered : Negotiable

Objective Of This Role: (Brief description of the role, why are we hiring, and what will person in this role do)

- Customer service Personnel should act as a liaison between external customers and internal departments of the organization.
- Work with clients in support of new business opportunities & client service
- Work with internal teams to ensure the SLAs and TATs are maintained

Tasks & Responsibilities: (Major task and role person will have to perform – list all the relevant points)

Primary Responsibilities

- Ensure to work as a single point of contact for client onsite and liaise with the internal teams such as data generation, production, fulfillment & warehouse to ensure the customer orders are fulfilled as per the agreed SLA
- Ensure the periodical MIS defined with the respective clients are published on time and as per the agreed SLA
- Ensure all the client documents such as agreements, SOP & SLA or in place before commencing the volume production
- Be a part of project implementation along with the project team to set-up the client production environment
- To help customer deal with schemes for scheme approval formalities from Visa, Master & Rupay etc. in strict accordance with the requirements of security control production and shipment
- Manage the change management system effectively, assign and track for proper implementation, test and confirm back to the customers
- Monthly or periodic inventory analysis to ensure the non-moving stocks are highlighted to clients and necessary action is taken to liquidate such non-moving stocks

Skills and Attributes:

- Excellent communication and presentation skills

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- Ability to multi-task, prioritize and manage time effectively
- Ability to listen and active problem solving skills
- Ability to work well under pressure, meet deadlines
- Set department objectives/KPIs and review and assess on-going performance of direct reports
- Develop and maintain strong relationships with internal and external stakeholders to ensure optimal performance
- Good understanding of customer deliverables and the impact of failure / cost of poor quality

Education & Trainings:

(Basic & Professional)

- Bachelor's or Post Graduate Degree
- Previous experience with the ability to manage and motivate others

Technical knowhow: (Mention the technology on which person must be experienced)

- **Mandatory:**
 - MS Office
 - SOP Creation & Documentation
- **Good to know:**
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Soft Skills: (Inputs on soft skills required for role, like team management, communication, customer management etc)

- Effective Communication skills
- Ability to converse fluently in English, Hindi & Local language

Experience: (in yrs.)

- **Total** : 3+ Years
- **Relevant*** : 1+ Years

(*Experience in related field, industry, products etc)

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