

JOB DESCRIPTION			
I. JOB DETAILS			
Job Title	Customer Support Executive		
Function	Staffing & Skill	Location	Noida
Direct Reporting to:	HR Ops Manager	Matrix Reportingto:	Director Staffing
Staff Supervised	Direct Reports: NA	Matrix Reports:	NA
Job Titles of Direct Reports			
<p>Vision India is a Business Conglomerate having three business verticals - Staffing, Skilling & Advisory Services. With 32000 Associate base and 105 Indian, MNC and Government of India/State(s) entities proudly listed in our clientele, we offer an assurance of proven credentials in the Staffingdomain with a range of Organizations in India, South East Asia and Middle East. We wear ISO 9001, ISO21001:2018, ISO 10002, ISO 14001, ISO/ IEC 20000, ISO 27001, ISO 26000 and OHSAS 18001</p> <p>Certifications and sustain unwavering focus on delivering quality services to our Clients enabling them to achieve Business Goals with cost efficacy.</p> <p>It has been growing top line consistently over the last many years. It stands proudly at Rs. 170 Crore ofRevenue for the year 2020-21. Recording growths close to 50% YoY over the last couple of years. Its poised for much sharper top line growth in the ensuing years on the back of huge projects commissionedin 2021-22 as well as strong fundamentals on staffing & Skilling side.</p>			
II. JOB PURPOSE			
<p>The role holder will be responsible for working as Customer Support & escalation Management resources & providing touch points management to employees, Students & other queries in regard to various business verticals in the organization.</p>			
III. KEY RESPONSIBILITIES			
<ul style="list-style-type: none"> • Resolving customer complaints / queries • Conducting quality assurance surveys with customers and providing feedback to the stakeholders. • Possessing excellent product knowledge to enhance customer support. • Create SLA's for your team to follow. • Design clear escalation systems and processes. • Equip your staff to handle escalations. • Teach customer-facing reps how to manage escalations. • Learn from escalations and improve future customer service interactions. • Improve Customer Retention Through Escalation Management 			
V. QUALIFICATIONS, CERTIFICATIONS AND EXPERIENCE			
Minimum Qualifications	BCA / BBA / Diploma in Customer Support & above		
Specific experience	Experience in Customer Service Management is Must		
Overall experience	Relevant experience of about 1 years with relevant Certifications.		
Skill set Required	Persuasive, Process Oriented, Data Savvy , high on customer centricity		

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