

Job Title: Customer Care Executive

**Work Location:** Manesar

**Desired Experience:** 2- 5 years

# No. of days working: 6

**Weekly Off:** Sunday (Fixed off)

**Work from Home/Office:** Work from Office

**Shift:** Rotational Shift

# Company Website: [www.smartbox.in](http://www.smartbox.in/)

**Broad Function:** We are looking for a seasoned **Customer Care Executive** with excellent command over English. Person shall be responsible to answer incoming calls from customers for various reasons- answer inquiries, resolve complaints and provide information. Additionally, the candidate will be responsible for making outbound calls to explain the customers about the Smart box Lockers Concept.

**Roles and Responsibilities:**

* **Answer Inbound or Outbound calls professionally** to provide information about customer orders and services or obtain details of complaints.
* Comfortable with Rotational shifts to support our clients.

# Keep records of customer interactions & inquiries, complaints, and comments as well as action taken.

* Follow up to ensure that appreciate actions were taken on customers’ requests.
* Refer unresolved customer complaints or requests to designated departments for further investigations.

# Responsible for the Terminal Monitoring

**Desired Candidate profile:**

# Strong Communication Skills

# Professional Email Typing or Good Writing Skills

* Ability to listen with active problem-solving skills.
* Good interpersonal skills
* Ability to handle pressure.
* Good knowledge of **MS-Excel and Making reports and maintain data.**

# Must be flexible to work in different time zones in accordance with business requirements.

**Benefits @ FCI:**

* *Medical Insurance*
* *Accidental Insurance*
* *Life Insurance*