

**Requirement:**

λ **Bachelors degree**

λ **A minimum of 06 Months -2 years of proven experience in a customer service position in BFSI, Banking Sales,Telecalling ,Outbound Process..**

**Position : Customer Care Executive (Female Experienced Only)**

**Job Description:**

λ **Ensure Cross selling of product as per the target in the Branch Through Tele calling & Activating Existing Customer for Gold Loans**

λ **Lead Generation for cross sell product at Branch and ensure the conversion.**

λ **Coordinate with different product managers for closure.**

λ **Supervising day-to-day operations the customer service department.**

λ **Responding to customer service issues in a timely manner.**

λ **Creating effective customer service procedures, policies, and standards.**

λ **The MIS report to RO and ensure the targets are met**

. λ **Developing customer satisfaction goals and coordinating with the team to meet them on a steady basis.**

λ **Maintaining accurate records and documenting all customer service activities and discussions.**

λ **Assessing service statistics and preparing detailed reports on your findings.**

λ **Hiring and training new customer care Executive**

λ **Staying informed on the latest industry techniques and methods.**

Interested Candidate Kindly share the Updated Profile to or Whats app HR Manager Parthiban  
8138011077 Call Contact Below Address or Contact Below HR Details...