**Job Title:** Customer Care Executive
**Location:** Sector – 9, Noida, (Delhi)

**Job Type:** Full-Time

**Department:** Customer Service (Grievance Cell of Govt Dept)
**Reports To:** Team Leader

**Job Summary:**

We are seeking a highly motivated and customer-focused “Customer Care Executive” to join our team. The ideal candidate will be responsible for handling inbound and outbound calls, resolving customer inquiries, providing service information, and ensuring a high level of customer satisfaction.

**Key Responsibilities:**

* Answer incoming calls and respond to customer queries in a timely and professional manner.
* Make outbound calls to customers for follow-ups, feedback or support.
* Provide accurate information about products, services, or policies.
* Resolve customer complaints with empathy and efficiency.
* **Maintain detailed records of customer interactions using CRM systems.**
* Meet performance targets such as call handling time, customer satisfaction, and quality standards.
* Escalate complex issues to the appropriate department or supervisor when necessary.
* Stay updated with services, new updates & policies.

**Qualifications and Skills:**

* **A bachelor’s or Masters degree in Commerse (B. Com, M Com, persuing CA or CS is a plus.**
* **2 yrs. proven experience in a call center or customer service role is preferred.**
* Excellent verbal communication and interpersonal skills.
* Ability to handle stressful situations and manage difficult customers.
* Good listening skills and attention to detail.
* Basic computer knowledge and familiarity with CRM software.
* Proficiency in English, Hindi, languages (regional languge – additional)

**Work Environment:**

* **Office-based Work**
* **Rotational shifts,** including weekends and holidays (if required)