

<b>Customer Service Associate - Service</b>	
<b>Position</b>	Customer Service Associate - Service
<b>Purpose</b>	To Check on Customer Service and Inquiries
<b>Location</b>	Maxxis Gurugram Office
<b>Background Information</b>	
<b>Education</b>	Any Graduate
<b>License</b>	NA
<b>Work Experience</b>	1 to 2 Years
<b>Language Ability</b>	English, Hindi
<b>Job Description</b>	
<ol style="list-style-type: none"><li>1. Deal directly with customers either by Telephone, Electronically or Face to Face</li><li>2. Respond promptly to Customer Inquiries</li><li>3. Handle and Resolve Customer Complaints and Perform Customer Verifications</li><li>4. Obtain and evaluate all relevant information to handle product and service inquiries</li><li>5. Process orders, forms, applications and requests</li><li>6. Direct Requests and Unresolved Issues to the Designated Resource</li><li>7. Keep records of Customer Interactions and Transactions</li><li>8. Record details of Inquiries, Comments and Complaints</li><li>9. Prepare and Distribute Customer Activity Reports</li><li>10. Maintain Customer Databases and Follow up on Customer Interactions</li><li>11. Provide feedback on the efficiency of the customer service process</li></ol>	
<b>Skills</b>	
<ol style="list-style-type: none"><li>1. Excellent Organizational Skills</li><li>2. Computer / Technology Skills</li></ol>	
<b>Ability</b>	
<ol style="list-style-type: none"><li>1. Attention to Detail</li><li>2. Good Communicator</li><li>3. Flexibility</li></ol>	