



Job Title : Sr. Executive - Customer Relations

We are inviting applications for the position of Sr. Executive - Customer Relations. The details are tabulated below:

Designation	Sr. Executive - Customer Relations
Department	Customer Engagement
Division	Commercial
Location	Gurgaon
Reporting Manager	Manager- Customer Relations

Job Overview:

The Customer Relations team handles customer's queries, feedbacks and complaints. The role entails receiving customer's email / social media posts and resolving the customer's issue appropriately. This may involve investigation from other departments and inter departmental coordination. The holder of this position needs to apply customer centric approach with the product and process knowledge to resolve the customer's issue within the stipulated timelines. The average first response time and time taken to resolve the cases are the key performance metrics along with qualitative aspect. He/ She is expected to have good English writing and comprehension skills.

Role & Responsibilities:

- Handling Customer relation emails for resolving disputes
- Managing Social Media brand handles for responding to customer queries and issues
- Coordinating with inter departments for investigation and information
- Maintaining MIS for the cases resolved
- Calling the customer to maintain Turnaround time

Skills & Attributes:

- Excellent Written and Verbal Communication Skills
- Knowledge of Aviation
- Familiar with social media platforms- Facebook, Twitter, Instagram, etc.

Eligibility:

- Graduate degree in any discipline from a recognized university
- Minimum 1-4 years of work experience