



JOB DESCRIPTION

ROLE: Assistant Web Manager

SALARY AND BENEFITS: Negotiable

REPORTS TO: Web Manager

LOCATION: Vadodara

PRIMARY RESPONSIBILITIES

Reporting to the Web Account Manager & will be responsible to assist Web Manager & fully involved in the activities of all Web accounts. Resolving the entire Web customer's query to provide the best customer services.

SECONDARY RESPONSIBILITIES

- Responsible in assisting the Web Manager for all Web Accounts and Customers.
- Preparing Offers / Promotions as per Market and Competitors after consulting to Web Manager.
- Query handling and follow up daily with Web account customers and consulting Manager when required.
- Courtesy calls to Web Customers and highlighting issues or queries to Web Manager.
- Checking and Updating the Current pricelists after consulting to Manager.
- Assisting Web Manager for providing the best customer services to all Web Customers.
- Assisting Web Manager for Solving IT related queries of Web Accounts.
- Intimating Price Updations to Web and Broadband Customers.
- Preparing reports required by the Manager.
- Updating Back in stock lines, New Launches and NCSO lines on Website after getting updates from Web Manager.
- Calling Web Customers for Special Reminders.

ESSENTIAL EXPERIENCE, SKILLS AND ABILITIES

- Excellent Communication skills require Verbal and Written.
- Computer Literacy must – Good hand on MS Office –Excel.
- Require Selling & Up Selling Skills.
- Ability to Work in fast paced changing environment.
- Ability to work on own initiative and in a team.
- Ability to perform under pressure.
- Require Problem solving skills.