



JOB DESCRIPTION

ROLE: Customer Service Executive

SALARY AND BENEFITS: Negotiable

REPORTS TO: Customer Service Manager

LOCATION: Baroda, India

PRIMARY RESPONSIBILITIES

To attend complaints, queries received telephonically and via email related to Customer Service.

SECONDARY RESPONSIBILITIES

- To co-ordinate with internal departments such as Sales, Warehouse and Accounts to resolve complaints in a timely manner.
- To raise credit notes/debit after seeking due approval.
- To organise collection for returns for approved queries.
- To execute credit control related requests for invoices and statements received from customers and credit controllers.
- To assist with allocation and credit control calls when required.
- To chase customers for payment.
- Flexible to cover colleagues leaves.
- Any other duties as and when required.

ESSENTIAL EXPERIENCE, SKILLS AND ABILITIES

- Must be a Graduate.
- Previous experience in an international BPO environment.
- Previous experience in customer services.
- Clear verbal and written English communication skills.
- Ability to use Microsoft Excel.
- Ability to work independently and within a team.
- Ability to use own initiative.

Salary would not be a constraint for the right candidate.

Job Timings: Monday to Friday and may have to come in on Saturday if required, to suit UK working timings, From March to October India timing is 13:00 to 22:00 this changes to 14:00 to 23:00 in October until March.

Cab services available for Female candidates (Pickup & Drop).