

JOB DESCRIPTION

Position/Designation	: Associate Manager – Customer Care	
Department	: Marketing, Sales, Customer Care	Cell : Customer Care
Location	: Corporate Office	Reports To : Manager- Customer Care

Job Purpose:

A key member of the Lodha Customer Care team, the role holder will need to manage various customer care activities like inbound calls, make outbound calls, meet and manage customer face to face, handle back end paper work, etc. The key is that the person should be flexible to handle any or multiple activities at one point in time. While there will be utmost care in arranging a roster to nurture focused excellence in each area, the staff may have to be flexible in availability and 'will' for change in activities.

Job Duties and Responsibilities

- Understand the current set up, project and its complexities, reach, etc
- Handle customer queries, concerns, suggestions, feedback, etc and manage their expectations
- Update all necessary systems, trackers, SAP modules and customer history details for seamless management at all times
- Offer the best possible customer delight at all times by way of exhibiting best qualities like listening, acknowledgement, empathy, helpfulness and most importantly customer centricity
- Carry ownership for every customer query and close loops with multiple departments, functions, areas until it is resolved
- Ensure highest level of sincerity, integrity and honesty while dealing with customers
- While making outbound calls, the role holder should ensure complete sanctity in information sharing and should be aware of what is 'need to share' v/s 'good to share'
- In cases of customer complaints, the role holder should be result oriented to offer maximum satisfaction and timeliness
- While handling back end paper work, the role holder needs to have an eye for detail to ensure complete accuracy and quality of letters, emails, any other correspondence sent to customers

Interactions

- **Internal Interactions:** Marketing, Sales, Customer Care, Finance, Home Loan Services, Legal etc
- **External Interactions :** Clients

Job Requirements

Educational Qualification	: Graduation
Work Experience	: 4 years and above
Special Requirements	: Should have knowledge and experience (more than 1 year) in Contact Centre – inbound, outbound compulsory
Key Competencies	: <ul style="list-style-type: none"> – Ability to work under pressure – Communication & Interpersonal skills