

Current Designation:	Customer Service Executive	Proposed Designation	Customer Service Executive
Department/Group:	All Department	Occupied by	
Location:	Mumbai – Kandivali	Position Type:	Full-Time
Reporting Relationship			
Reports to:	Manager	Positions Supervised	None
Internal Relation:	Data Management Executive, Dispatch, CRM, BDM, Runners	External Relation:	Insurance Companies, Customers
Mandatory Skills:			
Behavioral		Functional	
<ol style="list-style-type: none"> 1. Proactive 2. Persuasive 3. Empathy 4. Customer-centric 5. Keen to learn 6. Target Driven 7. Good Communication & networking skills 		<ol style="list-style-type: none"> 1. Identify the customer’s product/plan requirement 2. Identify/understand customer problems and areas of concern 3. Abreast with various insurance plans & policies available 4. Understand the current product portfolio 5. Knows all lines of authority and respects Limitations. 	
Job Description			
<p>Role and Responsibilities:</p> <ul style="list-style-type: none"> • Attending incoming calls and transferring them to the respective department • Understand customer requirements and suggest appropriate solutions • Handling complaints calls specially related to operations • Build & develop own database of potential customers • Maintaining daily call reports and weekly call reports of all department ☐ Daily call listening maintaining MIS, Giving feedback to managers Outcall for Google review ☐ Education & Experience: <ul style="list-style-type: none"> • Education: Minimum Graduate • Experience: 2Years & above • Language Skill: Well Versed in English 			

