

Position	Customer Service InCharge (North)
No of Positions	1
Location	Lucknow (UP)
Level	Sr. Manager/AGM

Job Description - The person will be responsible for the following activities		
1	Timely handling customer complaint by coordination & technical direction to resolve & retain the customer for maintaining brand equity	1) Logging of complaint- Immediate after receiving of complain, official logging of complaint in system. 2) Delegation- Assigning of complain to particular officer who can immediate attend within 24 hrs. 3) Technical assistant- solving the internal officers enquires and suggestion. 4) Documentation- proper documentation of complaint and rectification of complaint closer letter. 5) Legal complaint: coordination with legal department to provide the support & feedback
2	Controlling promotional activities through planning & monitoring so that it should be executed properly, timely within the allocated budget	1) Annual budget: Planning of annual promotional activity within allocated budget. 2) Monthly Budget: Planning of monthly activity budget from area offices. 3) Execution: control on activity planning for 100 % execution, quality of meet, monitoring budget. 4) Bill Submission: timely checking & submission of activities bills and maintain record. 5) Major activities: self 100 % planning & execution of major activities like engineering meets, college lecturers, and technical presentations.
3	Influence various customer segments through various brands building exercise to increase brand acceptability	1) Planning & Monitoring CRM activity on time execution. 2) Maintain regular touch to key customers or influencers through visit, mail and meets. Fulfil customer needs & wants, technical assistant & services. 3) Coordination with team to perform above exercise in their place. 4) Review of officer for their calls on daily & weekly basis.
4	Enlistment of product in institutional customers segments through fulfilling their system requirements to increase the institutional sales.	1) Identification of customer: filtering of the customer with suitability of company polices 2) Technical presentation: product & company presentations to institutional customer for awareness about company and supremacy of product. 3) Technical exercise: fulfilling their company requirements norms to pass the product quality, like site testing, submission of documents, external testing etc. 4) Follow up: providing technical services & generation of sales volume
5	Skill development of team through regular internal training & assistant to serve better	1) Training: In house training to CS officers, Sales officers and channel partners at periodic intervals 2) Evaluation: Monthly evaluation of team work and direction for future. 3) Soft skill training for customer handling on regular and individual requirement basis. 4) feedback: preparation test paper and feedback to management for training. 5) External workshop: Participation in technical seminars.
6	Timely submission of report and returns for regular feedback to management.	1) Regular Review: Review of daily, weekly and monthly reports. 2) Corrective action: Implementation of corrective action after analysis of reports. 3) one to one review: Individual review of officers for the better output.