



CUSTOMER SERVICE EXECUTIVE

About us

GRG India is a leading provider of end-to-end loyalty management services in India. Our business provides solutions to engage, motivate and Reward people. We offer a mix of both SAAS products and bespoke solutions to help our clients engage and incentivize their employees, customers, and channel partners. Our clients include some of India's top brands across BFSI, FMCG, Construction, IT, Agro Chemicals, and Automotive industries.

Some examples of our products are :

- **Buzzz** – a comprehensive Reward and social recognition product for employee engagement that helps drive performance and innovation at the workplace. It is designed to empower business, from accelerating employee engagement to helping appreciate good work and motivating employees to deliver on business objectives.
- **My Incentives** – Gamified incentive platform to drive performance for sales teams and channel partners.
- **My Supercheques** - Dynamic and scalable Reward platform designed to incentivize and recognize in real-time by issuing digital e-codes. This can be used for promotions and as a quick and easy Reward for Employees and Channel as well. Employees can turn their e-codes into digital or physical gift card Rewards.

This role reports to

Senior Operations Manager

3 best things about the job

- Learn how to effectively communicate, make decisions, think independently, and expand your understanding of empathy.
- Develop a “people-first” attitude.
- Actively identify development opportunities for yourself to ensure Performance Excellence

Key purpose of the role

- Resolving customer's queries (via phone or email) efficiently and ensuring excellent customer service skills at all times and achieving customer delight.
- Interact with the customers and outsourced service providers through email or phone.



- Constantly update knowledge about programs & product for efficiently resolving customer problems & complaints.
- Coordinating with internal stakeholders and service partners for closing customer complaints within stipulated timelines.
- Actively updating trackers and file upload records.
- Understanding and adherence of process SOPs to meet program goals.

What will you need

- Minimum 1 year of experience in customer support role or similar
- Strong written and oral communication skills
- Experience using MS office applications
- Experience in query resolution and complaint desk management.
- Should be ready for both work from home and work from office.