



CUSTOMER SUCCESS EXECUTIVE

About us

GRG India is an enterprise SaaS company. We simplify reward and incentive delivery for employees, sales teams and channel partners and provide an end-to-end solution for incentive management. Our clients include some of India's top brands across BFSI, FMCG,, IT, and Automotive industries.

We have 2 SaaS products:

My Incentives – This is an end-to-end software to calculate and deliver incentives for enterprises to drive performance for sales teams and channel partners.

Buzz – a comprehensive Reward and 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.

This role reports to

Customer Success Manager

3 best things about the job

- Play an integral role in ensuring success for program performance.
- Actively identify development opportunities for yourself to ensure Performance Excellence
- Build strong relationships with internal departments to ensure understanding of proposition

Responsibilities of the role

- Execution of program deliverables in coordination with the client and internal stakeholders – as per agreed SLAs and quality expectations
- Managing complex program data and MIS



- Daily program related activities throughout the program life cycle
- Develop and manage strong relationships with other internal departments to ensure outstanding service and solutions
- Ability to coordinate and manage multiple programs

What you will need

- Advanced level MS Excel proficiency including data analysis will be added advantage.
- 1 to 2 years of experience in similar role.
- Ability to work with multiple internal and external stakeholders.
- Excellent verbal and written communication skills.