

Company Name: Elixia Tech Solutions Limited

Company Website: <https://elixia.tech/>

Corporate Profile Videos: <https://www.youtube.com/channel/UCHt48zOE2thnauLueKJ2mWg>

Position: Assistant Manager

Department: Customer Relations and Support

Responsibilities:

- In depth understanding of all telematics products and solutions that are being offered by Elixia Tech
- Communicating with customers and handling all customer matters and queries, pertaining to operational, accounts or software related issues to ensure customer satisfaction
- Ensuring 100% customer retention
- Acting as a dedicated relationship manager for all the accounts assigned to self
- Produce regular and periodic reports to update company management on progress and performance
- Constantly innovate and have a proactive approach. Ensure to put in your best effort to improve level of performance and efficiency
- Ensure compliance with all company policies and procedures when performing job duties
- Liaise with other departments to plan and implement action plans, coordinate timelines for task closure to ensure improved and efficient operations for complete customer satisfaction
- Have and develop working knowledge of transport, logistics and supply chain industries
- Suggesting better technologies, processes and alternative methods for improved efficiency
- People Management, Strong Interpersonal Skills and Process Adherence across the team
- Ensuring minimal turnaround and response time to all customer queries
- Ensure all customer queries pertaining to hardware, software, accounts, etc. are handled and responded to within stipulated time by liaising with respective departments for closure

Expected Skills and Competencies:

- Excellent verbal and written communication skills in English and preferably Hindi
- Excellent competency with MS Word and Excel
- Previous experience in customer support/service role preferable but not compulsory
- Leadership quality, self-confidence, presence of mind and adaptability to various situations
- Openness and curiosity to constantly keep learning and improving
- Good people skills and process orientation
- Performance and goal oriented and highly driven and focused individual
- Any background/knowledge in technology/operations will be a valuable add on
- Working knowledge of invoicing and accounts to be able to resolve customer queries

Reporting: To the Support Lead

