We are looking for Customer Care Executives that will be the liaison between our company and its current and potential customers. The successful candidate will be able to accept ownership for effectively solving customer issues, complaints, and inquiries; keeping customer satisfaction at the core of every decision and behaviour.

**Customer Focus**

* Greeting all the customers and guiding them about Lenskart as a brand and its products.
* Build sustainable relationships and engage customers by taking the extra mile
* Being dedicated to customer satisfaction and resolving any concerns that the customer has.
* Identify customers' needs, clarify information, research every issue, and provide solutions and/or alternatives.

**Building Relationship**

* Connect with the customers through Call / E-Mail / Chat /Social platforms to provide the best possible resolution.
* Understanding the unstated needs of the customer, asking relevant questions, and picking the right time to pitch the recommended solutions
* Take a customer-focused approach to handle complaints and escalations.

**Achieving sales Vs. Plan & SOP adherence**

* Achieving the assigned target for NPS and meeting personal and team qualitative and quantitative targets and following all SOP's
* Coordination with customers for any queries faced by them and solving the same.
* Ensure that all written communication is carried out as per the customer care procedures.
* Keep records of all conversations in our call centre database in a comprehensible way.

**Location:**

* Work from Office
* In office (at Delhi)

Interested candidates can share their profiles at **Aishwarya.khiani@lenskart.in**

**Regards**

**Aishwarya Khiani**