

Job Description

POSITION DETAILS

**Position
Title/Function
| Designation**

Customer Service Officer

Company

Poonawalla Fincorp Ltd.

**Division /
Department**

Customer Service

Location

Corporate Office

Principal Accountabilities

- To provide support to all internal and external customers; instructing, mentoring, and guiding the email team associates to sustain a high level of service to all customers.
- Lead by example and foster a continual improvement culture.
- Co-ordinate the activities of the Customer Service team.
- Evaluate customer feedback and identify ways to maximize customer satisfaction.
- Ensure that standard operating procedures are followed and zero process breach.
- Produce written reports when required.
- Maintaining their job knowledge, reporting to supervisors, and forwarding unresolved queries/requests/complaints to specialists.
- Providing proactive customer outreach.
- Collecting and analysing customer feedback.
- Taking responsibility and ownership for their own actions, performance, and behaviours.

Qualification, Experience & Skills

- Qualification – Minimum Graduation in any stream
- Experience – **Minimum 2 - 3 Years** in the Customer service
- Skill Set –
 - Excellent English Communication & Writing Skills
 - Exposure to Financial industry must, Exposure to lending preferred.
 - Must have basic knowledge of Retail Asset and Customer Service
 - Microsoft Office fluency required
 - Must be able to react to changes quickly and shift priorities as needed
 - High level of reliability and encouragement
 - Ability to work independently as well as in a group environment
 - Professional dignity
 - Effective organizational and time management skills with the ability to work effectively and meet deadlines

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| · Deliver actionable services to multiple internal support groups as required. |
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