

Job Title: Process Executive

Firm: VBSB & Associates

Location: Bhopal

Job Description:

We are seeking a highly motivated and detail-oriented Process Executive to join our team at VBSB & Associate. The Process Executive will be responsible for overseeing and managing the operational processes of the clients, ensuring that all processes are efficient, effective, and aligned with the organization's goals. The Process Executive will be responsible for managing Transaction Advisory Services (TAS), Risk Advisory Services (RAS) of the firm.

Responsibilities:

- Receive, track, and investigate customer complaints related to product quality.
- Identify the root cause of complaints and develop corrective actions.
- Ensure timely and effective resolution of complaints in accordance with company policies and procedures.
- Maintain detailed documentation of complaints and corrective actions taken.
- Analyse complaint data and provide regular reports to management.
- Develop and implement continuous improvement initiatives to prevent future complaints.
- Work with suppliers to address quality issues related to purchased materials.

Requirements:

- B.Com, BBA, and MBA
- Strong problem-solving and analytical skills
- Excellent communication and interpersonal skills
- Ability to work effectively in a team.
- Strong attention to detail and ability to manage multiple priorities.