

Job Description – CRE Service

Job Title:	CRE Service
Department:	Service
Position Type:	Full-time
Reporting To:	CRM
Responsible on absence:	SME

Primary Responsibilities

- **Customer Feedback**
 - Collect customer feedback
 - Plan corrective action with CRM

- **Complaints Management**
 - One point of contact for customer complaints by receiving customer complaints
 - In Moment Calling & 3rd day Feedback: Note down concerns of the dissatisfied customer in detail in complaint tracker (collected through 3rd day feedback / 1-2-3 In Moment Score)
 - Ensure resolution of customer complaints within defined SLA
 - Tracking of all complaints, ensure closure and collecting feedback after closure till satisfaction.

- **Lost Case Analysis**
 - Call lost/drop out customers and understand reason
 - Frame action plan with Service Manager, Workshop Manager and CRM
 - Update Customer email IDs from email bounce report

Candidate Profile

- **Educational Qualifications:** Diploma / Graduate / Technical experience
- **Industry:**Auto [4 wheeler preferred], Hospitality, Finance/ Insurance, Retail
- **Minimum experience:** 1-2 years preferably in Auto/customer relationship roles
- **Profile:**Strong focus on Customer Experience Management
- **Passions/ Interests:** NA
- **Competencies:**
 - Customer Relationship Management
 - Analytical Skills
 - Technical Knowledge - Service