



Vrudhi Educational & Technological Services Pvt. Ltd.



Position Title: Customer Service Executive

Location: Mumbai, India

Position Type: Full time

About Us:

We are an EdTech company creating innovative solutions that leverage technology, content and /or combination of these to ensure better learning outcomes for students. Our thrust lies in building a resilient ecosystem for students by upskilling stakeholders i.e teachers & parents. Our student focused solution addresses children with differential needs viz.; Learning Disability, ADHD & high performing children on spectrum, we leverage neuroscience for identifying the neurodiversity and creating therapeutic plans that have components of;

- whole brain development
- tailor made and individually curated educational plans
- proven assistive approaches for better engagement and learning outcomes

We are a small but passionate group of experts from the field of education and mental health with a mission to ensure effective classrooms.

Vision:

We aim to increase access to education to all and provide high quality special education and therapy to children with differential needs to improve their learning outcomes.

Position Summary:

We are looking to hire a qualified Customer Service Executive to manage customer service and after-sales support. You should have excellent interpersonal and communication skills and be a meticulous professional at all times. These skills will prove helpful when interacting with customers. You should possess a proven track record of successful customer service and management skills.



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Support Executive Responsibilities:

- Understand and comply with SOP and customer service process.
- Resolve customer complaints brought to your attention.
- Maintain standardization of service delivery.
- Conduct quality assurance surveys with customers and providing feedback to the team.
- Possess excellent product knowledge to enhance customer support.
- Focus on customer retention and payment collection.

Support Executive Requirements:

- Excellent interpersonal and written and oral communication skills.
- Knowledge of CRM systems.
- Knowledge of mediation and conflict resolution techniques is preferable.

Qualifications

- Bachelor's Degree (BCOM/BMS/BBA).
- Experience of 1-2 years. Freshers can also apply.

CTC: As per industry standards

We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, sex, religion, national origin, protected veteran status.

Please send in your cv to jeegna.mehta@vrudhiedtech.com or reach us at 8169951968.