



Indian Rubber Manufacturers Research Association

Plot. No. 254/1B, Road No. 16V, Wagle Industrial Estate, Thane West - 400604

IRMRA invites application for the below job description, interested candidates can apply by sending the updated resume to info@irmra.org by 15th October 2017.

JOB TITLE: Customer Service Coordinator

LOCATION: Thane, Mumbai

SALARY: 20,000 per month

NO. OF POSTS: 01

EMPLOYMENT TERM: On IRMRA Contract

REPORTING TO: Head, Customer Service Cell

QUALIFICATION AND EXPERIENCE:

Bachelor's Degree with at least 3 years of experience in customer service. Experience of working in a scientific lab environment will be preferable.

JOB SUMMARY

This position is responsible for providing excellent customer service, communication and on time service delivery to IRMRA's customers and co-ordinate with internal team for flawless operation and faster execution.

KEY AREAS OF RESPONSIBILITY:

- **Enquiry Management:** Capture every enquiry received through email, telephone etc. and co-ordinate with the internal team for feasibility check and on time response to the customer. Navigates multiple systems to capture all domestic customer communications and order details.
- **Email Management:** Monitor the incoming emails and ensure accurate and timely response to customers. Create a suitable MIS system for daily monitoring of the emails.
- **Sample Management:** Monitor the incoming samples and ensure the proper sample flow in co-ordination with the internal team and customers.
- **Customer Database Management:** Updates and ensures accuracy of domestic customer profile information.
- **Customer Communications:** Maintains records of samples under process and informs customer, supervisor, and internal team on any delivery exceptions. Coordinate with dispatch department and monitors report dispatch to ensure on-time delivery. Facilitates accurate billing and maintains accurate records and other related tasks.

- **Customer Complaints:** Immediately reports all customer concerns, complaints, reports of adverse events to HOD and works with internal team to ensure the redressal of the complaint in stipulated time
- Performs other duties as assigned Key Qualifications, Requirements and Attributes
- Prepare and analyse the daily, weekly, monthly and annual MIS for business strategy development.

SOFT SKILLS

- Demonstrated ability to organize multiple priorities, meet deadlines and initiate action to correct problems encountered with limited supervision.
- Proactive attitude towards problem solving.
- Must be both a team player and able to work independently.
- Strong computer skills, including data management and spreadsheet programs.
- Strong communication skills, both verbal and written.

EXPECTATIONS/OUTCOMES

- Reflect IRMRA's organizational core values in work product.
- Clearly communicate information in a user-friendly and professional manner.
- Organize and develop specific plans to prioritize, organize, and accomplish the work in an accurate and timely manner.
- Interact with external customers, internal customers and peers in a way that builds mutual trust, respect, and cooperation