

# Darwin Platform Group of Companies

## Job Description

**Job Title** : Customer Care Executive  
**Reporting Line** : Director- Sales  
**Direct Reportees** : None

### **Roles and Responsibilities:**

1. Serve customers by providing product/service information and resolving product/service problems.
2. Attract potential customers by answering product/service questions and suggesting information about other products and services.
3. Maintain customer records by updating necessary/mandatory information.
4. Resolve product or service problems by clarifying the customer's complaint, determining the cause of the problem, and select / explain/coordinating with the respective department for the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution.
5. Recommend potential products or services to management by collecting customer information and analyzing customer needs.
6. Prepare reports by collecting and analyzing customer information.
7. Contribute to team effort by accomplishing related results as needed.

### **Desired Candidate Profile:**

1. 1 year of relevant experience preferred.
2. Customer service.
3. Market knowledge.
4. Quality focus.
5. Problem solving.
6. Documentation skills.
7. Phone skills.
8. Listening.
9. Resolving conflict.
10. Analysing information.
11. Multi-tasking.
12. Telemarketing / Selling Skills.
13. Basic computer skills MS Excel, Word.
14. Communication - Oral, Written & Listening skills.

### **Educational Background:**

- Under/Graduate in any discipline

### **Additional Pointers:**

1. Should be open to transfer to any other group company/department/location on the basis of management requirement.
2. Should be open to take additional responsibilities apart from the current scope of work.