

Job Title: Operations Coordinator + Relationship In charge

Overview:

Operations coordinator form a link between the customers, saathis and third party service providers. They are required to assist in customer queries, coordinate saathi visits and troubleshoot issues related with appointments at vendors. The candidate shall be flexible in working hours and should be willing to go the extra mile for customer satisfaction.

Responsibilities:

- Overlook the work engagement of saathis, provide work plan and schedule saathi visits to customers
- Coordinate between saathis and third-party providers in schedule and delivery of services
- Coordinate with external providers for timely and satisfactory delivery of services
- Generate and share reports about service utilization, efficiency and engagement.
- Engage with customers & clients, receive feedback on services provided, address customer grievances
- Adhere to the highest standard of professional conduct, be courteous and respectful to the customers

Qualifications and Experience:

- Graduate degree/diploma holder
- 2 year experience in customer service industry
- Good communication skills

Skills:

- Ability to read and understand English and regional language
- Problem solving skills to handle dynamic situations on site
- Organisational & time management skills
- IT and MS office skills
- Leadership and people skills
- Use of technology for overiewing and analysis of service data
- Understand customer needs and behaviour

Personality traits:

- Empathy & friendliness
- Respect for the elderly
- Productive & result oriented
- Enthusiastic and agile