

Job Description – CRE Sales

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

Primary Responsibilities

- **Customer Feedback**
 - Collects customer feedback
 - Plans corrective action with CRM
- **Customer Complaint Management**
 - One point of contact for customer complaints.
 - Note down the concerns of dissatisfied customers in detail in complaint tracker (collected through 3rd day feedback / 1-2-3 In Moment Score)
 - Ensure resolution of customer complaints
 - Tracking of all complaints and ensure closure and take feedback after closure till satisfaction
- **Lost Case Analysis**
 - Call lost customers – open enquiries for last 3 months
 - Understand reason for closure
 - Frame action plan with Sales Manager, Delivery Manager and Store Head
- **Others**
 - Updation of email IDs from email bounce
 - Cancellation analysis- once in a month on the complete cancellation data for the month

Candidate Profile

- **Educational Qualifications:** Graduate
- **Industry:**Auto [4 wheeler preferred], Hospitality, Finance/ Insurance, Retail, Communications
- **Minimum experience:** 2 years preferably in in Auto/customer relationship roles
- **Profile:**Strong focus on customer experience management, adherence to processes and norms
- **Competencies:**
 - Customer Relationship Management
 - Product Knowledge / Brand Insights
 - Analytical Skills