

Bio Basics is looking for a Customer Relationship Manager

About Bio Basics

Bio Basics, launched in April 2015, is a social enterprise with a mission to work for the well-being of the environment, farmers and consumers. We work to create a market for safe, organic, whole foods by educating consumers, while making it easy for them to order and access safe food. Bio Basics is located at Coimbatore, Tamil Nadu. For more information visit www.biobasics.org

Job Brief

A full-time position, based in Vadavalli, Coimbatore, Tamil Nadu.

As a Customer Relationship Manager, you will lead our Customer Relationship function comprising of dealing with retail/institutional, online/offline customers, their feedback and complaints, launching various customer programs, maintaining customer database, etc.

Some of your Roles & Responsibilities

- Interacting with customers both online/offline, both retail/institutional
- Addressing the concerns and complaints of customers
- Maintaining a database of customers in MS Excel
- On-boarding a new customer and explaining about products and services
- Working on the internal software system to maintain customer ledgers
- Collating orders from customers and sharing with operations team
- Following up on receivables from customers
- Owning the customer in respect of product/service delivery
- Launching new schemes for promoting Company products
- Assisting with other team tasks across operations, sourcing and administration

Desired Skills & Qualifications

- Graduate
- Fluent in English/Tamil and preferably, Hindi.
- Knowledge of WhatsApp, MS Excel, and use of computers is a must.

Compensation

Commensurate with skill & experience

To Apply:

Email Resume to: anantha.talent@gmail.com