

Position: Order Processing Executive

Notice Period – Immediate joiner

Location – Mumbai

Key Responsibility Areas:

- Processing of Customer Orders received through Web & mail.
- Responsible for complete order execution such as preparing order forms for production, packing list, Invoice and other related documents.
- Ensure accurate and timely delivery of orders.
- Answering calls politely and professionally to provide information about services and products.
- Record all order details in the database.
- Follow up to ensure that appropriate action has been taken on customer requests and complaints.
- Provide highest level of customer service and support to Customer.
- Preparing daily / weekly / monthly reports

Desired Candidate Profile:

- Good Microsoft Excel skills.
- Should be a good team player.
- Good communications skills.
- Good listener and active problem solving skills.
- Honesty, reliability and punctuality is a must
- Ability to draft clear and concise email responses.
- Ability to handle pressure and work on tight deadlines.
- Having an efficient way of Handling Problems.
- Curious by nature who not only loves to work but also understands the industry dynamics.

Qualification:

Any Graduate –No Specialization required

Key Responsibilities:

- Order tracking for on-time delivery and resolving customer issues. We believe in providing a Seamless customer experience!
- End-to-end management of orders, from order initiation to the final delivery
- Act as a facilitator between operations team and the end customer
- Improve the overall end consumer experience
- Take customer calls and enable smoother order processing

What we require:

- Passionate about what we're doing and expect the same from anyone who joins the team
- Organized and detail oriented
- Proficient in English and any of the southern Indian regional languages
- Curious by nature who not only loves to work but also understands the industry dynamics

Functional Area: Back Office Operations

Skills: Order Processing

Mumbai Interview Venue:-

Unique Industrial Premises, Co-Op Soc Ltd. B Wing,
2nd Floor, Unit No. 205, Opp. Siddhivinayak Temple,
Dadar West, Prabhadevi, Mumbai – 400 025, Maharashtra, India