

Chief Manager - Call center management - Mumbai

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Company: ICICI Prudential Life Insurance

Location: Mumbai

Category: other-general

Job Details

Chief Manager - Call center management - Mumbai

12 - 15 Yrs

Mumbai

Chief Manager

Job description

Management of the social media handle from customer servicing perspective

Handling queries/request/complaint received at the social media platform

Management of end of end relation with the vendor handling social media platform

Building and publishing MIS and reports to ensure the customer concerns are addressed with accuracy and on time

Building customer educative and informative learning series for customers by interacting with the marketing team

Holding service camps pan India for servicing customers

Making presentation to the senior management as and when required

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