

Safety & Escalation helpdesk- Bangalore

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Company: 2coms

Location: India

Category: architecture-and-engineering

Job Description

Here we are looking for someone who is excellent at communication and has a knowledge of handling the grievances of the customers. Person should be pro active and confident enough to solve the escalation coming from the client. He is responsible for handling customer complaints and resolving issues that can't be handled at the frontline level.

Roles & Responsibilities:

Conducting investigations to determine whether conflicts are escalating or if new conflicts are developing

Efficient enough to handle the escalation of the clients.

Should be Pro Active to determine the gap between client and the company.

Should be capable of handling the client and provide the solutions.

Creating reports on conflict activity and employee performance to share with supervisors.

Requirements

Active Listening

Excellent verbal Skills

English & Hindi Language is mandatory

Having 2+ yr of experience in the same job profile

Candidate should be comfortable with Rotational shifts.

Benefits

Salary - 3LPA - 3.8LPA

Job Location - Koramangala

Requirements

Key Result Areas (Accountability & Responsibility of the role)

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