

Manager-Customer Service/MIS

Location- Bihta (Patna)

Profile Description:

Manager-Customer Service is responsible for communications with customers in a professional, prompt, and effective manner which includes responding to inquiries, resolving complaints, provide necessary information to customer for meeting the corporate values and objectives.

Key Responsibility:

This position is responsible for, but not limited to, the following:

- Must be able to handle the Management information system and ensure that all important information is to be shared by management on daily basis.
- Obtain all information from everyone in transport and operations department and passes on to all concerned in a proper format on daily, weekly , monthly basis as required by Management.
- Ensure that good relations with the customers are maintained.
- Any and all complaints are handled in a courteous and efficient manner. Solicits customer feedback and regularly reports responses must be shared with management.
- Negative feedback or response is promptly reviewed with the reporting officer.
- coordinate other staff in directing the daily activities of Customer Service which includes but is not limited to:
 - Coordinating daily work flow with all departments.
 - Assuring that all movement of containers are handled on a timely basis in efficient manner.
 - Ensuring accurate customer invoicing is processed.
- Resolves customer problems and enhance good working relationship with customers.
- Processes adjustments if any & ensure that invoices are produced timely and accurately.
- Acts as liaison between Company personnel and customer. Resolves problems as they occur and ensures that accurate and complete information is conveyed to all concerned

Qualifications:

- Minimum graduate in any discipline with good academic record and preferably MCA and very good at creating MIS.
- Added qualification related to Logistics Industry will be preferable.
- Candidate must be based out Bihta (Patna) or ready to relocate.
- Minimum experience of 3-5 year's in MIS & customer service is required from logistics industry.
- Must have good communication and interpersonal skills
- Ability to make decisions on customer acceptance based on experience
- Must be strong in customer focus and maintain information as confidential
- Must be a team player

Kindly Submit Your CV at: hr.del@pristinelogistics.com