

NAVNEET TOPTECH

Job Description

1. Job/Role Title:CCE – Customer Care Executive

- **Job Summary:**Achievements of Software and Hardware Installation targets by providing high quality customer service

2. Department:.Sales

3. Location: Multiple Locations

4. Job Responsibilities: - (Results Expected)

1. Achieve & Exceed Installation targets
2. Resolve Customer Queries by regular service
3. Provide High quality Customer Service
4. Help Sales Dept. to retain customers and add new
5. Ensure timely renewals and payments from Customers
6. Data collection in case of online products

5A. Key Job Responsibilities -

1)	Installation of software and hardware provided by the company
2)	Address all technical queries related to Software, Hardware, logins, features, etc.
3)	Ensure high quality Customer Service everytimeto ensure retention of all Customers
4)	Ensure end to end data entry/ collection from the schools
5)	Furnishing proper school visit reports with appropriate documents on time

5B. Job Activities

Please refer to the **Key Job Responsibilities** in **Part 5A** above and for each responsibility list the **CriticalJob Activities** below:

Key Responsibilities	
Activity No.	Job Activity
1)	A) Visit Schools as referred in PO adhering to the schedule B) Install hardware and software referring PO C) Handover hardware and software in working condition to the Competent School Authority D) Ensure that the school acknowledges receipt of products and services as assured E) Capture post installation (UX) customer feedback and report
Activity No	Job Activity
2)	A) Resolve all technical and non-technical queries of customer related to our products and services B) Ensure that the customer gives 5star rating to our products and services

	<p>C) Do not keep any issues pertaining to customer service pending</p> <p>D) Proper and detailed communication of resolved customer query should be recorded</p> <p>E) Ensure proper escalations/escalations are done for problem resolution</p> <p>F) Ensure that your territory has '0' unsolved customer queries</p>
3)	Job Activity
	<p>A) Strive to provide wow customer experience to the customer</p> <p>B) Ensure that all Company's Customer Service Policies and Practices are followed</p> <p>C) Assist superiors to enhance customer service policy and practices</p> <p>D) Collect testimonials / success stories from customers and share with sales team</p> <p>E) Ensure that the customer renews contracts</p> <p>F) Ensure that the customer does payments as committed</p>
4)	Job Activity
	<p>A) Collect and keep updating customer data</p> <p>B) Data to include contact details of all school contacts, installation particulars, service visits, training schedule, customer query, payments, additional service visits, events, sales promotional campaigns, etc.</p>
5)	Job Activity
	<p>A) Use CIS to record daily report</p> <p>B) Ensure that all your customer visit details are recorded in CIS</p> <p>C) Report to your immediate superior if you are facing any issues or customer queries remain unsolved</p> <p>D) Submit monthly report summary to your immediate superior</p> <p>E) Provide customer service summary to your immediate superior</p>

6. Reporting Relationships: -

Functionally reporting to: <Name of the person, Designation, HQ>

Administratively reporting to: <Name of the person, Designation, HQ>

Number of people supervised: <Number of subordinates>

Job Description issued by (name):

Signature: _____

Issued date