

## **Job Description – Customer Care Executive**

**Position:** Customer Care Executive

**Department:** Implementation

### **About the Company:**

NAVNEET TOPTECH is a rapidly growing edtech focused on digital education solutions for schools and students in India. Founded in 2008, NAVNEET TOPTECH is a 100% subsidiary of Navneet Education Limited. We aim to innovate and provide solutions beyond the traditional chalk & board method, fostering a conducive digital learning environment for schools. Having collaborated with 4000+ schools across CBSE and Maharashtra State Board, NAVNEET TOPTECH is committed to delivering exceptional digital learning solutions.

### **Role Overview:**

The Customer Care Executive (CCE) is responsible for achieving software and hardware installation targets while providing high-quality customer service to schools. The role involves extensive field visits, resolving customer queries, ensuring smooth onboarding, and supporting the sales team in customer retention and renewals.

### **Key Responsibilities:**

- Achieve and exceed installation targets for software and hardware.
- Conduct school visits as per PO and installation schedule.
- Install products and hand over in fully working condition.
- Resolve all technical and non-technical customer queries related to software, hardware, logins, and features.
- Ensure excellent customer service to drive retention, renewals, and payments.
- Capture and report customer feedback and maintain detailed communication records.
- Ensure customer data is updated regularly, including installation details, service visits, training schedules, payments, and queries.
- Record all daily activities and customer visits in the CIS system.
- Submit timely monthly reports and escalate unresolved issues.

**Requirements:**

- Strong communication skills (English & Hindi).
- Willingness to travel extensively.
- Good presentation and interpersonal skills.
- Basic technical knowledge.
- Patience, empathy, and customer-first attitude.

**Experience:**

0–2 years (Freshers can apply)

Graduate in any discipline.

**Preferred:**

- Experience in customer service or field support roles.
- Basic understanding of hardware/software installations.
- Ease with interacting professionally with school stakeholders.

**To Apply:**

Interested candidates can share their profile at [hr@navneetoptech.com](mailto:hr@navneetoptech.com)