

Reliance Retail

Role Description Form

Role	GT	
Format	Nowfloats Technologies	
Function	Customer Support	
Location	Hyderabad	
Education Requirements :	Preferred Projects/Experience (if any)	
Graduation		

General Job Description

Key Role:

The Support Operations team is responsible for helping a company’s support team be more productive, work more effectively, and deliver better service to their customers. Rather than working primarily with customers, the Support Operations team works with internal staff — the support team themselves, customer service leaders, and senior company management.

Responsibilities

- Maintain, identify gaps and improve workflow of customer support infrastructure as per the service level agreement
- Developing and maintaining standard operating procedures for common situations
- Assisting with the design and rollout of new support channels and service offerings
- Specifying and building tools to improve the speed and quality of support.
- Leading and supporting customer service teams through required changes.
- Preparing performance reports by collecting and analyzing data from the customer service functions.

Core Skills/Competencies

- Must have good working experience on Excel, writing emails (escalations/grievances/answer queries/updates to Management)
- Product knowledge SEO, Domain
- Good communication and inter personal skills