

Position Vacant	Retail broking Customer Service
Job Description / Responsibilities	<p>Job Description</p> <ol style="list-style-type: none"> 1. Handle inbound and outbound customer communications via phone, email. Sourcing & deepening of relationships from existing customer base of customers 2. Assist customers with product or service inquiries, order status, and account-related questions. 3. Identify and troubleshoot customer issues efficiently and accurately. 4. Follow up with customers to ensure their issues are resolved to their satisfaction. 5. Maintain detailed and accurate records of customer interactions and transactions. 6. Work closely with team members and other departments to resolve customer issues and improve processes. 7. Participate in team meetings, training sessions, and continuous improvement initiatives. <p><u>KEY RESPONSIBILITIES AND ACCOUNTABILITIES</u></p> <p>Ensure achievement of customers satisfaction in respect of services and query resolution</p> <p>Establishing and Maintaining Interpersonal Relationships -- Developing constructive and cooperative working relationships with others, and maintaining them over time</p> <p>To understand and appreciate customers point of view and to build relationships with customers to ensure positive and mutually satisfying interactions</p>

Job specific skills	<ul style="list-style-type: none"> ○ Should have sound understanding of capital markets. ○ 3+ years' experience in Operations/ Customer Service. Call Centre experience is an added benefit ○ Knowledge of equity markets/ capital markets, Knowledge of regulatory compliance ○ Working knowledge of Back office softwares ○ Strong skills in Microsoft Office (Excel, Word) are an added advantage.
Educational Qualification	Graduate in any discipline
Minimum Experience	3+ Years
CTC OFFERED	Compensation will not be a limiting factor for the right candidate and will be discussed on a case-by-case basis.
Location of posting	<p>Mumbai</p> <p>The candidate may be deputed to work with the team(s) with the organization/ parent organization/ any subsidiary of the parent organization if and as deemed necessary.</p>
Email to be sent to	<p>Applications should be submitted on our email careers@bobcaps.in</p> <p>Please mention <u>"Application for the post of Customer Service"</u> in the subject. Applications with any other subject will not be accepted.</p>
Website	www.bobcaps.in
Contact Person	Ms. Namrata Raul
Contact No.	022 – 61389300
Last Date for application by email	17 th February 2025