

JOB DESCRIPTION

Job Description

Job Title:	Customer Services Executive	Experience:	0-5 years
Department:	Customer Services	Job Code:	
Location:	Kolkata	Travel Required:	Yes
Salary Range:	-	Position Type:	Permanent
Skills:	Requirement Gathering /GAP Analysis Implementation, Customer Training, Support	Job Status:	Full Time
Job Description:			
<p>Requirement Gathering / GAP Analysis: Duties and Responsibilities:</p> <ul style="list-style-type: none"> ▪ Collect Customer Requirement and/or GAP Analysis ▪ Understand and analyze the Customizations if so required by the customer ▪ Preparing Product Specifications based on the Customer Requirement ▪ Getting Solution Sign off from the Customer <p>Implementation and Training: Duties and Responsibilities:</p> <ul style="list-style-type: none"> ▪ Install Software and Application at the customer site, based on the Pre-Installation Checklist. ▪ Responsible for implementations of PEOBRiCS' Business Solution Products at the customer site. ▪ Integrate company's web based applications for its customers. ▪ Customization of Applications or software solutions for the customers based on their requirements and product specifications. ▪ Uploading Customer data into the software from existing software or Excel Files. ▪ Take customer sign off as and when required (defined within the Installation and 			

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Implementation process).

- Preparation of User Guides.
- Training the customer on how to use the software.
- Interfacing with the customer from the kick off till closure.

Support:

Duties and Responsibilities:

- Responsible for providing support to the customer after the system goes live.
- Responsible for customer issue or problem resolution(Phone/Email/Onsite)
- Updating the status of the ongoing project activities to the Reporting Manager.
- Other duties as assigned.
- Carry out Customer Satisfaction Surveys.
- Build good relation with the existing customers.
- Create new business opportunities from the existing customers.

Sales Support:

Duties and Responsibilities:

- Responsible for preparing Sales or Presales documents, like proposals, marketing material etc for the Sales Team.
- Supporting the internal teams in preparing Product Presentations.

Experience, Education and Skills:

- Bachelor Degree in any field from a reputed college or institute.
- 0-2 years experience in Customer Implementation and support
- Ability to understand new functional concepts and business processes.
- Working knowledge in technical areas like Database (how to install database, creation of table space, user etc), Apache Webserver, Tomcat application server, browser setting to run Java Script, Database Backup etc would be an advantage.
- Basic understanding of Operating Systems like Windows and Linux.
- Good knowledge in MS Office.
- Excellent problem resolution ability.
- Must possess good documentation skills.
- Ability to prioritize effectively and handle shifting priorities.
- Customer handling ability required.
- Must be capable of working in a team environment effectively
- Should possess a pleasant attitude and good listening skills.
- Excellent verbal and written communication.

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- Should be willing to travel and work at customer sites.
- Enthusiastic and self motivated and pleasant attitude.