

Customer Success Associate Job – Freshers Jobs – Bharatpe Job Change

Hiring organization
Bharatpe

Job Location

India
Remote work from: IND

Date posted
February 24, 2024

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Valid through
31.08.2024

Base Salary

USD 14 - USD 29

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Qualifications

12th Passed

Employment Type

Full-time

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Description

Customer Success Associate Job

As a Customer Success Associate, you'll play a pivotal role in ensuring our merchants thrive and achieve their financial goals. You'll be the first point of contact, building strong relationships, providing expert guidance, and proactively identifying opportunities to optimize their BharatPe experience. This is a dynamic role where you'll wear multiple hats – consultant, educator, and problem-solver – all while contributing to the overall success of BharatPe.

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Bharatpe Careers

Responsibilities:

- Onboard new merchants, ensuring a smooth and seamless integration with BharatPe's platform.
- Proactively engage with merchants, understand their needs, and provide personalized support and guidance.
- Identify and address merchant concerns promptly and efficiently, escalating complex issues as needed.
- Educate merchants on BharatPe's features and benefits, maximizing their adoption and driving utilization.
- Analyze merchant data to identify areas for improvement and suggest tailored solutions to enhance their business performance.
- Contribute to the development and improvement of customer success processes and best practices.

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Skills & Qualifications:

- Excellent communication and interpersonal skills, with the ability to build rapport and trust with diverse stakeholders.
- Strong analytical and problem-solving skills, with a proactive approach to identifying and resolving issues.
- Ability to learn quickly and adapt to a fast-paced, dynamic environment.
- Passion for the FinTech industry and a genuine desire to help businesses grow.
- Proficiency in MS Office Suite and CRM tools.

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