

Infosys Recruitment 2023 - All India Jobs - Customer Experience Manager Post

Hiring organization
Infosys

Job Location

India
Remote work from: India

Date posted
September 1, 2023

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Valid through
31.12.2023

Base Salary

USD 20,000 - USD 24,000

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Qualifications

Graduate

Employment Type

Full-time

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Description

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The Customer Experience Manager is responsible for developing and implementing customer service strategies that ensure a positive and memorable experience for all customers. This includes managing the customer service team, developing and monitoring customer service metrics, and resolving customer complaints and issues.

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Infosys Jobs Near Me

Responsibilities:

- Manage the office staff, including hiring, training, and performance management
- Provide administrative support to senior management, including scheduling meetings, managing travel arrangements, and preparing presentations
- Oversee the day-to-day operations of the office, including ensuring that office supplies are stocked, the office is clean and organized, and that visitors are greeted and directed appropriately
- Develop and implement administrative policies and procedures
- Represent the Infosys Bangalore office to clients and vendors
- Conduct research and make recommendations on new administrative technologies and systems
- Stay up-to-date on industry trends and best practices

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Infosys Careers

Skills:

- Strong understanding of accounting principles and procedures.
- Experience with financial software, such as SAP or Oracle.
- Excellent analytical and problem-solving skills.
- Ability to work independently and as part of a team.
- Excellent communication and interpersonal skills.

Qualifications:

- Bachelor's degree in business administration or a related field
- 5+ years of experience in a similar role
- Strong organizational and interpersonal skills
- Ability to work independently and as part of a team
- Excellent written and verbal communication skills
- Proficient in Microsoft Office Suite

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