

Realme Part Time Jobs – Job Seeker For Customer Experience Manager Post

Hiring organization
Realme

Job Location

India
Remote work from: IND

Date posted
February 22, 2024

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Valid through
31.08.2024

Base Salary

USD 13 - USD 27

APPLY NOW

Qualifications

12th Passed

Employment Type

Full-time

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Description

Realme Part Time Jobs

Realme is a leading smartphone brand committed to providing leapfrog technology and comprehensive experiences to its global users. We are a young and dynamic team, passionate about disrupting the industry and exceeding expectations. As a Customer Experience Manager, you'll play a pivotal role in shaping the narrative of our brand by ensuring every interaction with our customers is seamless, delightful, and builds lasting loyalty.

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Responsibilities:

- **Lead the customer experience strategy:** Develop and implement initiatives to improve customer satisfaction across all touchpoints, from pre-purchase to post-sale support.
- **Manage customer relationships:** Oversee the customer service team, ensuring prompt and efficient resolution of inquiries and complaints. Foster a positive and empathetic approach to build trust and advocacy.
- **Analyze customer feedback:** Gather and analyze customer feedback through various channels, identifying trends and areas for improvement. Translate insights into actionable plans to enhance the customer journey.
- **Champion customer-centricity:** Collaborate across departments to ensure customer needs are prioritized in all aspects of the business.
- **Stay ahead of the curve:** Proactively research and implement new technologies and best practices to elevate the customer experience.

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Realme Careers

Skills & Qualifications:

- Minimum 3+ years of experience in customer service management, preferably in the tech industry.
- Proven track record of successfully improving customer satisfaction metrics.
- Strong analytical and problem-solving skills with a data-driven approach.
- Excellent communication and interpersonal skills, with the ability to build rapport and trust.
- Passion for customer service and a deep understanding of customer needs.
- Proficiency in MS Office Suite and CRM software.

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