

Company: The Professional Couriers

Industry: Courier and Cargo

Role: Customer Care Telecaller

The Professional Couriers is a Last Mile Logistics service provider across India and internationally with over 32 years of market presence

We are looking for Customer Care Telecaller who will be responsible for delivery of consignments within turnaround time (TAT) and solving customer queries.

Roles and Responsibilities:

- To follow up with our counter parts and respective destinations via out bound calls for on time delivery within TAT(Turn around time).
- Follow up with Branches.
- Resolving Customer Queries.
- Drafting Mail and sharing the feedback to the concerned customer.
- Escalating the issues as per the escalation matrix.
- Clearing the pending shipments on day to day basis.
- Take care of other official works assigned by the Manager.
- Sharing the day to day activities to the management as a report.

Requirements:

- Should have System Knowledge,
- Well versed with Excel with Formulas.
- Should be able to understand and revert client's mails.
- Languages: Kannada, English, Hindi
- Looking for long term association.