

# Escalation Specialist

Gurgaon, Haryana, India

## About the Role:

Are you ready to join a team working on next-generation robotic product? If yes, we welcome you to join Zimplistic India Private Limited.

Zimplistic is the invention story of our times. Rotimatic is the flagship product of Zimplistic.

Rotimatic is an IOT enabled kitchen appliance that makes different kind of flat breads. Check Rotimatic in action here: <https://www.youtube.com/watch?v=M6z6-eq0RT8>

As Escalation Specialist - You will be a part of tech support team working on Customer Requests and complaints on the calls and on the social platforms. If you are share passion for technology and believe in giving world-class support experience to our consumers this role is just for you!!

## Responsibilities:

Query Management:

- Ensure that all customer requests / complaints are managed to excellent professional standards and within Zimplistic terms and policies.
- Demonstrate ownership of customer issues and work proactively with Zimplistic internal groups to resolve issues in a timely manner.
- Work closely with teams from Sales and Support regarding order/ refund/replacement related queries
- Monitor the company's social media accounts and offer constructive interaction with users
- Develop daily monthly reports on emerging social media trends that will be submitted to the management and executive teams
- Create methods for finding and saving online customer reviews
- Analyze the long-term needs of the company's social media strategy and offer timely reports to the management and executive teams that outline any necessary changes

Continuous Improvement:

- Understand current business processes and tools which impact our customers and work with the necessary owners internally to resolve any issues, and fix processes
- Identify and report systemic issues causing complaints to improve processes and product

- Share information and knowledge with the other team members to reduce the number of repeated issues

#### Process and Tools

- Capture all customers contact accurately and concisely within the data capture systems and ensure data maintained
- Follow escalation and complaint procedures in order to ensure that all customer escalations and complaints are tracked, and keep all relevant parties informed of actions taken to resolve issues
- Utilize appropriate tools to ensure the customer receives relevant and accurate information at any time

#### Business Engagement

- Support Zimplistic employees to help solving customer issues
- Maintain contact with all other relevant customer groups within Zimplistic to ensure support for resolution of customer issues, consistency of approach and smooth cross department co-operation.

#### Others

- Ensure Zimplistic knowledge base is up to date
- Participate in team meetings, discussions and other activities as required in order to support the team and improve the quality of the operation

#### **Qualification & Skills required:**

- Bachelor's Degree with 3+ years' experience in social media and escalation management
- Exceptional multi-tasking and problem-solving and negotiation skills
- Experience in handling customer escalations – Phone / Email / Chat
- Knowledge of Facebook platform is required
- Extensive experience in a high stakes customer facing role
- Excellent Communication skills; written and verbal.
- Any contact centre experience is desired
- Experience working with global teams and other international operations is desired
- Ability to excel under pressure and tight deadlines
- Ability to work flexible hours depending on the needs of our customers and the business
- Travel if required