

Job code: CS 002



Position: Assistant Manager

Department: Customer Service

Location: Mumbai

Primary Responsibility

Execution of activities in customer service process in a manner to improve client retention and increasing their satisfaction.

Role Responsibilities

- Execution of daily activities such as commercial transactions, month end MIS, compliance with regulations, etc
- Identifying gaps in services and processes and re-engineering them

Desired Profile and Skills

- Understanding of Customer Service function
- Having the dedication and discipline to implement the processes and overcoming periodic obstacles
- Able to execute routine activities by implementing required MIS
- Customer feedback to improve process

Job Reporting

- Head of Customer Service and Chief of Operations
- With sales personnel

Primary External Interaction

- With R&T agent
- With distributors
- Investors

Qualification & Experience

- Graduate with 1-3 years of experience
- Experience of working on projects in an operations function
- Experience of working on a particular process for a substantial time
- Experience in any financial services industry
- Good personality and friendly disposition is a must
- Good verbal and written communication skills are important
- Learning ability

Interested candidates e-mail your resume with job code and position in the subject line to careers@taurusmutualfund.com