



Job Description

Designation : Call Centre Manager Inbound (Salesforce)
Job Location : New Delhi- Jasola District Centre
Company Website : www.tlcgroup.com

Key Responsibilities

1. Design and implement new strategies to increase customer satisfaction and retention.
2. Ability to use call center technology. Prior experience on Salesforce Service Cloud is a plus.
3. Worked in Voice, Chat, Email process.
4. Track, monitor & improve retention and engagement with customers.
5. Monitor and train the team
6. Ability to lead a team

Desired Profile

1. 4-5 years of experience in inbound sales, customer relations and retention in the BPO industry.
2. Self-motivated individual who is good with escalations management, customer service and basic analytics and reporting.
3. Should be highly customer focused with a strong understanding of a Customer Life Cycle.
4. Excellent communication and presentation skills lead Call Centre for luxury hotel companies.