



JOB DESCRIPTION FOR CRM TEAM LEAD	
Designation	CRM – Team Lead
Experience	04 to 08 year
Qualification	Graduate (M.B.A will get the preference)
Location	Mumbai
Roles & Responsibilities	<ul style="list-style-type: none"> ● Create an inspiring team environment with an open communication culture. ● Set clear team goals and target. ● Delegate tasks and set deadlines. ● Oversee day-to-day operation. ● Monitor team performance and report on metrics. ● Motivate team members. ● Handle the team size of 10-15. ● Regularly touch base with the customers allocated to him/her and keep a close track of all the requests submitted by them on ODeX portal. ● Coordinate with the respective SPOC / Site Operations / Support Team to expedite the process of request submitted on ODeX. ● Contact and update the customer in case of any issues faced during their transaction and provide and guide them to resolve the same. ● Retention of Customers. ● Schedule meetings with the Sales Team if required by the customer or issues faced ● Managing the daily activities report.
Skills Required	<ul style="list-style-type: none"> ● Smart, Dynamic and good communications skill. ● Team Handling. ● Candidates with an Logistics exposure and customer service industry would be preferred. ● Excellent in Microsoft excel.