

An Ode to Gaia is India's first luxury plant-based patisserie. We're forward thinking, global changemakers on a mission to redefine the standards of pastry, and bring veganism to the forefront of the dessert industry.

Our team is expanding, and we're looking for a Customer Relationship Executive to join our French patisserie. Email us your CV and why you'd be a great fit (subject line: Customer Relationship Executive) at hr.aotg@gmail.com

About the role:

Locations: Chembur, Mumbai

Timings: flexible, 6 days working, 8-9 hours

Leaves: Weekly off, monthly Menstrual leave

Probation Period: 3 months

Probation Salary: 20k

Post Probation Salary: performance based

Roles & Responsibilities:

Customer Relationship Management:

1. Handling inquiries with customers over email, WhatsApp, and Phone calls.
2. Maintaining a Customer Database.
3. Sending out broadcasts for product and brand updates to customers.
4. Collecting customer feedback, handling complaints, and providing appropriate resolutions.
5. Delivering the products to the delivery agents and instructing them on handling, temperature etc.
6. Attending events with us for sales.

Order Management:

1. Taking customers' orders
2. Assisting them in placing orders on the website
3. Collecting online payments from customers, sending invoices, initiating refunds.
4. Updating Order details - address, contact info, delivery/pick-up.
5. Coordinating with the production team to dispatch orders in selected time slots.
6. Any special instructions to be communicated with each order.

Delivery/Pick-up Management:

1. Planning Delivery timelines & routes.
2. Booking deliveries for all orders.
3. Confirming deliveries and pick-ups with customers in advance and ensuring completion.
4. Refilling Ola, Uber, WeFast wallets.

Please note- this is a high pressure and a festival based job where you will be working on major festival days like Diwali, Xmas,Eid, etc. We want a dedicated member to join our team who will be present during such events.

Employment Type

Full-time