

Job Title: Customer Care Manager Job Location: Bengaluru Job Type: Full-time Shift Timing: 9:30 Am to 06:30Pm

Key Responsibilities:

- **Leadership and Team Management:** Lead, coach, and mentor a team of customer service executives to ensure they deliver exceptional service. Conduct regular performance reviews and provide ongoing training to maintain high-quality support standards.
- **Product & Customer Supports:** Biometric device, Micro ATM, Android POS, Payment Gateway etc. Develop and implement customer service strategies that align with the company's goals and enhance customer experience. This includes managing workflows, setting up escalation protocols, and optimizing response times.
- **Issue Resolution:** Handle complex or escalated customers / BCs issues that require specialized attention. Ensure that problems are resolved effectively and in a timely manner, always aiming for customer satisfaction.
- **Customer Relationship Management:** Build strong relationships with customers / BCs to understand their needs and ensure their expectations are met. Serve as a liaison between customers and other departments to ensure seamless communication and service delivery.
- **Reporting and Analytics:** Maintain and analyse customer service data and metrics, including response times, customer satisfaction ratings, and issue resolution times. Provide regular reports to management on team performance and customer insights.
- **Technology Integration:** Utilize CRM tools, WhatsApp Support, Email Support, chatbots, and other digital platforms to streamline customer support processes and improve team efficiency. Stay updated on new technology and tools to enhance the customer care experience.
- **Risk Management and Compliance:** Ensure the customer service team follows company policies, data privacy regulations, and industry best practices to mitigate risks and ensure compliance.

Qualifications:

- Graduate /Postgraduate in business, Finance, or related field.
- 5+ years of experience in customer service, with at least 2 years in a leadership role. Experience in fintech, banking, or financial services is a plus.
- Strong understanding of customer service metrics and KPIs, with the ability to leverage data for decision-making.
- Excellent problem-solving skills and the ability to remain calm and composed in challenging situations.
- Proven track record of improving team performance and driving customer satisfaction.

- Strong communication and interpersonal skills, with the ability to engage and motivate a team.
- Good speaking, reading & writing ability in local language / Hindi / English
- Knowledge of digital banking, mobile wallets, or digital payment solutions.
- Ability to work in a fast-paced environment and handle multiple priorities.
- Proficiency in data analysis and reporting tools (Excel, Google Sheets, Tableau, etc.).

Benefits:

- Competitive salary and benefits package.
- Opportunity to work with an innovative and rapidly growing fintech company.
- A collaborative and dynamic work environment.
- Professional growth and development opportunities