



About Us

Igniting an emotional spark in a consumers' mind is one of the hardest things to do in marketing. But understanding a consumers' day-to-day journey and creating plug-ins for consumer engagement is a great first step & we help brands do that right by creating , measuring and amplifying B2B & B2C integrated marketing solutions to understand consumer behaviour via our market-led, customer-driven / channel-driven engagement, incentive, loyalty & reward programs.

Field Support Executive

Experience: 0 - 2 years | **Opening(s):** 2 (each location) | **Locations:** Multiple

About the Role

For one of the Largest Auto Aftermarket Companies in the World, we are looking for a self-starter Field Support Executive to deliver the desired customer service experience by periodically visiting to a select target audience. The goal is to drive service success that improves customer satisfaction, maximizes customer retention and increases profitability. No Direct Sales are Involved, but any coming from your efforts get you an Incentive.

Education

Any Graduate holding 0- 2 years of experience in field support, having good communication skills and strong multi- tasking abilities, highly self-motivated and able to work independently with minimal supervision.

Sounds like you?

Best suited for someone who is Proactive and possess Strong multi- tasking and organizational skills, willing to go extra mile to support current potential customers by answering product and service questions, suggesting information about other products and services.



Wanting to set standards in excellent service & maintain high customer satisfaction.
Ability to work flexible shifts and to adapt to changing work schedules.

What Do We Expect?

- Have a Valid Driver's License & a Two-Wheeler + 4G Smartphone
- Must have Proper Knowledge about his assigned Local Area
- Knowledge of Spoken and Written English
- Familiar with Basic Computer Skills, MS Office, Email, etc
- Willing to Travel to Customer in an Assigned Territory (City / Towns)
- Self-motivated & able to work independently with minimal supervision
- Some experience in field service/visits would be added advantage

What Would You Be Doing

- Periodically Visit Customers in Assigned Area / City, following all company's filed procedures and protocols
- Perform Assigned Tasks During the Visit and Update in Reporting APP.
- Act as the Primary Point of Contact to Customers, Identify & understand their concerns & problems
- Handhold & Guide Customers of Various Offers and Promotions from time to time for effective engagement
- Comprehend customer requirements and make appropriate recommendations / briefings
- Build positive Relationships & Brand Recall / Engagement with customers

List of Cities Where Hiring			
Agra	Ghaziabad	Karnal	Rohtak
Ahmedabad	Gurgaon	Kota	Shimla
Ajmer	Gwalior	Kota	South West Delhi
Allahabad	Hamirpur	Kurukshetra	Udaipur
Ambala	Hisar	Lucknow	Udaipur
Amritsar	Indore	Ludhiana	Vadodara
Bhopal	Jaipur	Mehsana	
Bijnor	Jalandhar	Mohali	
Chandigarh	Jammu	Moradabad	
Dausa	Jhansi	Nagaur	
Dehradun	Jodhpur	North West Delhi	
Faridabad	Kanpur	Rajkot	