  INDIA	JOB DESCRIPTION	Document:	D:\seaplast\HRD\job description
		Issue:	1.0
		Author:	Santosh Kumar
		Responsible:	Customer Service / Care Manager
		Effective from:	21-09-2020
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<b>Employee:</b> XXXX	<b>Position:</b> Customer Service / Care Manager
	<b>Department:</b> Sales & Marketing
<b>Nearest Superior:</b> MD or Otherwise specified by management	<b>Nearest Subordinates:</b> Sales Coordinator & Service Coordinator
<b>Definition of territories:</b> INDIA	<b>Other:</b> Member of Seaplast Management Team

Seaplast operational since 1996 is a leading global supplier of rotational moulded double wall plastic insulated containers, pallets, plastic freezers and chillers, automobile parts, custom moulded plastic products and injection moulded products such as crates. Our products are used for storage, transportation, logistic, inventory management, processing plants, off & on road automotive industry and across a wide range of end user's industries like dairy, Ice-cream, seafood, meat, poultry, retail, catering, road safety, pharmaceuticals, vehicles etc.

Seaplast is acknowledged as a leader plastic company in the design and manufacture of roto moulded plastic insulated products and injection moulded products for both packing and non-packing applications. We manufacture and deliver products with PUR and PE insulation as well as without insulation in single and double wall. Our customers include large multinational companies, export-oriented food companies to small ice-cream vendor, fisherman and retailers. Our products are exported to customer across the globe through our wide network of agents and distributor present across the world.


Our products are built to last with the best in quality, workmanship, and durability. More details can be found in our website [www.seaplastindia.com](http://www.seaplastindia.com).

**PURPOSE OF THE JOB:**

Customer Care Manager or Customer Service Manager is to head the back-end support team of customer care and service, to promote this idea throughout the organisation. The goal is to keep the department running in an efficient and profitable manner, to increase customer satisfaction, loyalty, retention, data base management and digital marketing.

As Customer Service Manager he/she will be the main contact and coordination bridge between the sales team and production.

- ROLES AND RESPONSIBILITIES:**
- Improve customer service experience, create engaged customers, and facilitate organic growth
  - Take ownership of customers issues and follow problems through to resolution
  - Set a clear mission and deploy strategies focused towards that mission
  - Analyze statistics and compile accurate reports

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- Recruit, mentor and develop customer service agents and nurture an environment where they can excel through encouragement and empowerment
- Keep ahead of industry’s developments and apply best practices to areas of improvement
- Control resources and utilize assets to achieve qualitative and quantitative targets
- Adhere to and manage the approved budget
- Maintain an orderly workflow according to priorities
- Supervise day-to-day operations in the customer service department.
- Create effective customer service procedures, policies, and standards.
- Develop customer satisfaction goals and coordinate with the team to meet them on a steady basis.
- Implement an effective customer loyalty program.
- Maintain accurate records and document all customer service activities and discussions.
- Assess service statistics and prepare detailed reports on your findings.
- Manage the approved budget of the customer service department.
- Stay informed on the latest industry techniques and methods.
- Implement and lead company’s digital marketing activities
- Coordination between plant, sales team, management, and accounts
- Daily order entry, processing, and timely execution

**QUALIFICATION / EXPERIENCES / KNOWLEDGE:**

- Graduate or higher qualification
- Minimum 4-6 years’ experiences in customer care / relationship
- Strong communication and negotiation skills
- Computer knowledge – MS office


**LANGUAGE:**

- Required writing, reading, and speaking language(s): English, Hindi and Gujarati

**ABILITIES:**

- Ability to come up with a number of ideas.
- Think out of box
- Ability to generate or use different sets of rules for combining or grouping things in different ways.
- Ability to concentrate on a task over a period of time without being distracted.
- Able to work as part of a team.
- Ability to promote change.
- Anticipate problems and develop contingency plans through Critical Risk Analysis
- Coordinate the tasks more effectively between departments.
- Ability to work in timeline in pressure and limitation

**SKILLS:**

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- Closing and Negotiation skills
- Motivation for sales
- Market knowledge
- Presentation skills
- Energy level
- Professionalism
- A positive attitude
- Negotiation skills
- Self-starter and initiate

*Acknowledgment, I have reviewed and understand the above job description and believe it to be accurate and complete, and I can successfully fulfil each duty or task. I also agree that management retains the right to change, add, delete, edit this job description at any time without prior notice.*

	The Employee	On behalf of Seaplast (India) Private Limited
Name		
Signature		
Date		