

Executive - ORM (Online Reputation Management)

Job Description

About the company: NoBroker.com is the world's largest C2C marketplace in online real estate. We are the 37th Indian Start-up to have entered the Unicorn club in 2021.

Location: Kaikondrahalli, Bangalore

Position Type : Fulltime

Role and Responsibility

- Online Reputation Management :Daily online interaction, Response to customer mentions (comments, queries, and DMs) over social media platforms like Facebook, LinkedIn, Twitter, Instagram and Google
- Feedback Calling : Proactively calling customers , seeking feedback to develop action plans for improvement
- Customer Satisfaction : Coordination with quality and other teams to understand complaints from customers and follow up to ensure accurate and timely resolutions are provided
- Timely reports on the number of complaints received and Company rating on various social media platforms
- Overall engaging with customers and managing their expectations to build a vibrant and engaged online community of clients, prospects, influencers,

Other Requirements :

- Language required: English & Hindi (both verbal and written skills)
- Good analytical and problem solving skills
- High level of patience, empathy and courtesy in a high call volume environment
- Ability to resolve or handle customer queries
- Savvy on social media platforms
- Basic level of excel/google sheet understanding
- Laptop or System with webcam and Wi-Fi is a must