

Job Title: Key Account Executive

Work Experience: Fresh Graduates or 1 year exp in similar role

Work location: Nungambakkam, Chennai

Salary: As per the Industry Standard

Job Summary:

We are looking for an enthusiastic and highly motivated Graduate to support our Key clients with our HRMS Software. The primary goal is to facilitate clients use our software with ease and comfort.

The candidate must be friendly & persuasive and able to understand the customer's requirements in a short time and present solutions that meet their needs.

You must be agile to listen to client requirements, analyse the queries raised by the clients, identify category of support and approach internal teams accordingly.

Quick turn around and First time right solutions are key standards of our company.

Responsibilities and duties:

- Independent Client engagement and support
- Understand SLAs applicable for the customer
- Query Handling on Emails and Phone
- Analyse Client Queries and prompt response to clients via Service Log System
- Coordinate with Internal teams for solutions
- Check solution to ensure client query is addressed
- Communicate solution back to the client
- Use company Software training kits and available training resources to stay up to date on product features.
- System Study and implementation of FHR for New Clients
- Coordinate for Testing before roll out

Requirements:

- understanding of the principles of HR concepts
- Excellent communication skills (Oral & Written - English)
- Working Knowledge of MS Excel
- Eager to learn the HRMS SaaS Product
- Motivated, driven and a self-starting attitude

For candidate with 1 year experience then

- Working knowledge in any enterprise HRMS
- Knowledge of standard HR processes and policies
- Knowledge of Emp Life Cycle processes –Joining, Movements, Exits / Recruitment, Leave & Attendance processes / Reimbursements, Claims / Performance Management

BSc / BCom / BCA / BBA degree preferred

Write to: nazreen@formulahr.in