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| <b>Position:</b>       | Contact Centre Head   |
| <b>Function:</b>       | Sales & Marketing   |
| <b>Grade:</b>          | Manager I/ Manager II   |
| <b>Location:</b>       | Delhi   |
| <b>Experience:</b>     | 5+ years  |
| <b>Responsibility:</b> | <p>The contact centre lead will host a number of responsibilities as below</p> <ul style="list-style-type: none"> <li>• Responsible for business development via contact centre team of 40-50 contact centre executives</li> <li>• Relationship management with business partners/connectors and Pan India branches to drive higher sales conversions from contact centre leads shared with the branches</li> <li>• Ensure high login productivity of contact centre team in coordination with Team Leads to increase business numbers via contact centre.</li> <li>• Responsible for maintaining a healthy business conversion funnel percentage by achieving lead to login targets</li> <li>• Coordination with Branch sales and credit team for contact centre training on product and policy</li> <li>• Weekly and Monthly meeting with PAN India branches to identify and rectify issues leading to lower conversion from branches in coordination with Branch Heads and Regional heads</li> <li>• Managing contact centre MIS reporting and analytics in coordination with analytics support</li> <li>• Ensuring smooth functioning of Lead e-management system and facilitate reporting and resolution of errors in the tool in coordination with IT Team</li> </ul> |
| <b>Skills:</b>         | <ul style="list-style-type: none"> <li>• People management /Team handling</li> <li>• Team training</li> <li>• Relationship management</li> <li>• Delivering high standards of customer service</li> <li>• Mentor/Motivator</li> <li>• Meeting sales targets</li> </ul>  |
| <b>Contact:</b>        | <p>Interested Candidates can send resumes to Mr Arunima Madan,<br/> <a href="mailto:arunima.madan@pnbhousing.com">arunima.madan@pnbhousing.com</a><br/> Mobile: 7042520663<br/> Toll Free: 1800 120 8800<br/> Website- <a href="http://www.pnbhousing.com">www.pnbhousing.com</a></p>   |