

# Customer Service Associate – Inbound – Radiant Hues

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## Company Profile

Radiant Hues India operates under the brand [www.luxehues.com](http://www.luxehues.com) and is an exclusive online portal for affordable luxury brands from across the globe. Luxehues business is focused on partnering with organizations offering lifestyle products and services to affluent customers, showcasing the affordable Luxury Brands of International Origin and Indian Designer brands.

## Job Responsibilities

Responsible for acting as a liaison between customers and company. Compile reports on overall customer satisfaction.

1. Improve Customer Service Experience by attending inbound calls to address customer queries.
2. Take Ownership of Customer Issues.
3. Managing E-Mails/SMS from customers.
4. Making Outbound Calls on need basis.
5. Keep accurate records and MIS of customer service actions and discussions. .
6. Order Tracking and Completion Process.
7. Preferably E-Commerce Background.

## Qualification

Post Graduate with 1-3 years of relevant experience in Customer Service/ Telemarketing/ Alliance

## Other Requirements

- Eye for detail
- Strong Communication, Relationship Management & Inter-personal Skills
- Excellent Excel & Presentation skills

**Interested candidates please send in their applications on [hr@luxuryhues.com](mailto:hr@luxuryhues.com)**