**SharesVault Job Openings**

**JOB TITLE: Customer Service Executive**

**REPORTS TO: CEO**

**DEPT: Compliance Division**

**SUPERVISES:** 0

JOB SUMMARY

Handle complains and escalations from client, guides them for transaction process and other type of queries

##### REPORTING RELATIONSHIPS

Customer Service Executive reports to CEO

DUTIES & ESSENTIAL JOB FUNCTIONS

* + Phone, Email, Live Chat support 24x7
  + Level 1 to Level 3
  + Escalation management and workflow with other departments when issues cannot be resolved.

**QUALIFICATIONS**

Any graduates with 2+ years experience in back office work

##### REQUIRED

* Graduation in any stream
* Minimum 2 years experienced in back office
* Fluent English communication

##### PREFERRED

Any graduate with 2+ years experience, fluent English and good ability to handle escalation from customer