

Customer Care / Call Centre Executive at MAITRI

The **Customer Service Executive** at MAITRI will be the first point of contact for individuals seeking information and assistance regarding investment procedures and services offered by the Maharashtra Industry, Trade, and Investor Facilitation Cell.

Experience: 1-3 years

Educational Qualification:

Graduate in any stream

Skills Required:

- Excellent Verbal and Written Communication skills of Marathi, English and Hindi and problem-solving abilities
- Basic understanding of IT tools and systems, with proficiency in MS Office
- Ability to manage multiple requests and prioritize tasks effectively

Job Description

- To be responsible to take all incoming calls receives to Maitri Cell
- Handle incoming inquiries via phone and providing accurate and timely information to investors, businesses, and stakeholders.
- Log all customer service requests, troubleshoot issues, and ensure that each query is routed to the appropriate department for resolution. Follow up to ensure timely and effective issue resolution.
- Maintain accurate records of all communications, requests, and resolutions in the help desk system for future reference.
- Assist customers in understanding the available online services, such as registration, application submission, and tracking status of their requests.
- When required, escalate unresolved or complex issues to senior management or relevant departments for further attention.
- Provide feedback to management on recurring issues and potential areas for improvement in processes or systems.
- Any other work assigned by the management

About MAITRI:

MAITRI (Maharashtra Industry, Trade, and Investor Facilitation Cell) is a pioneering initiative by the Government of Maharashtra aimed at facilitating investment and business growth in the state. It acts as a one-stop solution to support existing and prospective investors by providing information, guidance, and resources for setting up and expanding businesses in Maharashtra. The cell works to simplify government processes and acts as a bridge between the government and businesses.

Position Details:

- **Type of Employment:** Contractual (3 year) – Extendable based on performance

- **Remuneration:** Compensation will be competitive and discussed on a case-by-case basis, depending on qualifications and experience.

Website: <https://maitri.mahaonline.gov.in/>

Work Location: Krupanidhi Building, 9, Walchand Hirachand Marg, Ballard Estate, Fort, Mumbai, Maharashtra 400038