**Job Title / Designation: Conflict Handling Executive**

# Job Description:

* + Handling of complaints received from Buyer or Seller
  + Following the predefined SOPs strictly (and suggesting the changes if required)
  + Understanding and validating the documents provided by the complainant (Buyer/Seller) against respondent (Seller/Buyer)
  + Based on the documentary and circumstantial evidences need to mediate/arbitrate between complainant and respondent for a win win solution for both by suggesting next course of action to both parties
  + Meeting the daily Target in terms of new follow ups, old follow ups/reminders, Productivity, TAT with maintaining the quality (Call quality, documentation quality)
  + Need to coordinate with Sales/Servicing team and Legal Team (intra departmental coordination) for next level solution
  + Must be available to take the call whenever a call is done by the complainant or respondent
  + Each and every communication must be documented to both the parties and in ERP (Internal S/W used to follow the complaint)
  + Taking learnings from each and every complainant and suggesting the changes in the process @ company level to reduce the complaints/disputes between buyer and sellers
  + Need ensure after closure of the complaint, complainant should be satisfied and expectation setting done to avoid repeat ticket and any more escalations
  + Need to identify and report the anomalies (Buyer Behavior, Seller Behavior or Process Gap) if any immediately to next level
  + Should be flexible enough to work in other related processes if required

# Skill Sets / Requirements:

* + Excellent communicator (Verbal/Written) / Negotiator / Listener
  + Should have excellent acumen to validate the evidence and circumstances related to the dispute
  + Capability of self-decision and suggesting the next course of action based on evidence is must
  + Reporting skill (create reports for self for tickets received, closed, TAT etc.)
  + Able to help the tech team on how to improve the process