

Job Description Template for

CUSTOMER SERVICE EXECUTIVE

Job Title: Customer Service Executive

Industry: [Insert Industry – e.g., BFSI, ITeS, Healthcare, etc.]

Location: [Insert Location]

Salary Range: [Insert Salary]

Department: [Insert Department]

Work Hour Allocation: [Insert Details]

POSITION OVERVIEW

As a Customer Service Executive, you will act as the first point of contact for customer inquiries and concerns. Your primary responsibilities include resolving customer issues, providing product and service information, and ensuring a high level of satisfaction through professional and timely interactions.

ABOUT THE ORGANIZATION

[Insert Industry-Specific Insights] [Customize this section with a company overview: mission, values, and relevance to the target industry such as BFSI, Healthcare, ITeS, etc. Highlight what sets the company apart.]

Level of Experience / Expertise Requirements

(Use as per requirement)

Entry Level (0–2 years): Respond to basic customer queries, assist in ticket generation, and maintain service logs.

Mid-Level (3–5 years): Handle escalations, train new team members, and report service metrics.

Senior Level (6+ years): Manage service strategies, lead team initiatives, and ensure compliance with SLAs.

JOB PROFILE SPECIFIC QUALIFICATION

(Add more if required)

- Bachelor's degree in any discipline (preferred in Communications or Business)
- Strong verbal and written communication
- Familiarity with CRM tools and customer service protocols

ROLES AND RESPONSIBILITIES

(Use as per level of expertise you require)

- Respond to customer inquiries via phone, email, or chat (Entry Level)
- Document and track service interactions accurately (Entry Level)
- Handle complaints and provide first-level resolution (Mid-Level)
- Collaborate with internal teams for issue resolution (Mid-Level)
- Maintain a database of FAQs and resolution protocols (Mid-Level)
- Train junior agents and oversee shift performance (Senior Level)
- Monitor customer feedback and generate reports (Senior Level)
- Develop SOPs for consistent and quality service delivery (Senior Level)

Skills Required (Technical + Behavioral):

- Customer orientation and empathy
- Problem-solving and conflict resolution
- Proficiency in CRM systems
- Time management and multi-tasking
- Adaptability and team collaboration

ABOUT PMAPS

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