

Customer Success Specialist- DIFM

*Exciting Opportunity to work in the Role of **Customer Success Specialist** in the Indian Tax Compliance Industry and serve millions of Users by providing a robust Tax Software applications.*

Job Role: To drive sales through both remote outreach and in-person client visits.

Job Title: Customer Success Specialist

Experience: Min. 5 Years

Age: Min. 25 Years

Type of position: Part-Time (7 hrs a day inc. one hour break)

Gender: Female

Education Requirement

- **Graduate-** Commerce
- **Post-Graduation-** Any Post Graduate/Post Graduation (Optional)
- **Prof. Qualification-** MBA

Location:

- PAN India (Major Cities- Tier I and Tier II)
- Permanent Resident of the same city (Localite)

Experience Required:

- **Must Have**
 - 3-Years of Experience in Sales
 - Commerce Graduate
- **Desired to have**
 - Experience in Software Sales
 - 1- Years of Experience in Direct Sales

Specific skills:

- **Must Have**
 - Possess Excellent Negotiation Skills.
 - Excellent Hindi and English communication and understanding.
- **Desire to Have**
 - Should be Aggressive and Target Oriented.
 - Go-getter Approach in Sales.
 - Street-smart attitude and highly motivated candidate.

- Should understand and possess basic computer knowledge
- Regional / Local Language

Job Description:

This is an exciting role of Customer Success Specialist where you get to work in the Sales Function for Tax Software. Under this role, you will be responsible for new customer acquisition and deliver on revenue growth. You will be driving the business of Tax Filing application in this role. You will be communicating with Chartered Accountants, understand their Tax filing requirements like Income Tax, TDS, and GST and suggest the solution accordingly.

Job Responsibilities:

- Drive sales and meet targets by engaging with potential and existing clients via phone, email, and in-person meetings.
- In this employment you are required to do at least 3 client meeting in a week and ensure effective communication and relationship management
- Consult with Product expert Team if any Query arises from Client.
- To Convert Prospect into Customers and generate revenue and achieve the assigned Revenue Goal.
- Provide regular sales reports and feedback to the Sales Manager.
- To be informed about competing products and their pricing.
- To update daily tasks, activities in CRM.
- This is a Hybrid employment type. You will be required to be available over phone and a Laptop with an Internet connection.
- Adhere to all company policies and procedures.
- To ensure that employee performance will not suffer in remote work arrangements, weadvise our remote employees to:
 - Choose a quiet and distraction-free working space.
 - Have an internet connection that's adequate for their Job.
 - Dedicate their full attention to their job duties during working hours.
- Adhere to break and attendance schedules agreed upon with their manager.
- You are required to attend the Online Training of 4-5 days via remote session.
- Visit to Jaipur Head Office for approx. 10 days which is subject to clearing the assessments and OJT.
- Visit to Jaipur Head Office once in every quarter.