



Job Title: Relationship Manager

Company Background:

An incredibly rare opportunity for a personable, detail-obsessed, technically passionate, Technical Call Center Manager to join a high-growth start-up and see a business being built from scratch. The role guarantees tremendous leadership and resume building in a short time for someone looking to accelerate their career progression well ahead of the normal curve.

WhiteHat Education Technologies Private Limited; *Top VC Backed Ed-Tech StartUp (Potential Unicorn)* in the business of teaching kids in one on one online learning environment.

Location: WeWork Powai, Near L&T. (Mumbai Location only)

Field: Education-Technology

Job Summary (Responsibilities and Duties)

Be accountable for the entire Relationship Manager of a growing business

- Student/Teacher Representative who is genuinely excited and confident to help parents/teacher resolving their queries in a new- to-the-world online platform. He/She should be patient, empathetic, and passionately communicative.
- Needs to manage class-rescheduling requests and handle database and coordinate with Tech team to execute this in backend to manage ongoing classes.
- Make daily trackers for student/teacher operations team as well as manage daily in bound/outbound email flow
- The Relationship Manager will be required to communicate with customers via phone and email.
- Maintain Documentation and Communicate the same to Stakeholders by recording customer queries and details
- Contributes to team effort by accomplishing related results as needed.

Skills and Qualifications

- Excellent communication and interpersonal Skills

- Excellent skills on MS Office, Documentation, Advanced Excel e.g. V LookUp.
- Customer Satisfaction Focus: Ability to listen and active problem- solving skills
- Project management: Remarkable detail orientation for making accurate trackers
- Database management: Quick query response and resolution. Ability to analyse large amounts of data
- Operations Experience: Role requires an analytical, structured, detail-obsessed approach since the company's scale will expand from recruiting 10,000 to 1 million students in very short time.
- Competent time management skills
- Self-motivated and multitasker

Backed by reputed VCs and an award-winning management team, this is a rare opportunity for a passionate, driven hire to see a business being built from scratch and gain life-changing experience.