

## DHARMYA BUSINESS VENTURES PVT. LTD.



- Designation:- Executive – Customer Experience
- Reporting to:- Neha Singh
- No. Years of Experience:- Min. 1 year of experience
- CTC:- upto 3 LPA
- Location:- Bengaluru
- No of Opening:- 2
- Job Description / Responsibilities:-

The candidate will look into the end-to-end order cycle to provide customers with transparency in the order process:

#### Responsibilities

1. ORM - Check and attend to customer queries on online platforms such as Facebook, Instagram etc.
2. Receive calls and be able to appraise customers on status of orders and execute special requests
3. Candidate must be have fluent communication skills in English and Hindi
4. Liaise with sellers and courier partners to ensure products are dispatched in a timely manner
5. Respond to customer queries through emails to ensure customer experience is unhindered
6. Liaise with sellers in order to provide packaging material
7. Perform reconciliation to ensure customer orders don't get cancelled
8. Perform refunds and related processes as per customer request or business inability to deliver product

- Qualification:-

1. Graduation from a state-recognized college
2. Min 1 year of experience in e-commerce business
3. You should love food and be eager to be part of a fast-paced journey

#### About Dharmya Business Ventures

www.PlaceofOrigin.in is India's 1st curated and managed marketplace for iconic and legendary regional food brands from across India. We connect such traditional and new-age iconic food

producers with new customers and markets all across India. Over the subsequent years, we grew the marketplace to become India's largest speciality food portal with 400+ brands and 3500+ unique speciality food SKUs while also working on unit economics to ensure that we are contribution positive as a business.

Over the last 6 months, with our learnings on products from the marketplace business, we've ventured into the offline market as an FMCG brand with our own branded range of regional Indian specialities. We see a huge opportunity in the chosen sector of focus, which is Indian namkeen snacks - currently a 12000 cr market growing at 20% cagr but with stagnant brands and products. With our 8 SKUs, we have got 15% share of namkeen category in select modern trade outlets within 1 month of launch.