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ROLE: CUSTOMER SERVICE ASSOCIATE

Location: Hyderabad

No. of openings: 2

Yeshoda Rose Bazaar Retail PVT LTD

Hoovu - A Fresh Take on Traditional Flowers! A Techstars backed company, Hoovu Fresh is an online and offline flower retail service offering puja flowers at home delivery through our partner's platforms. We are looking to expand our offerings via the following channels: B2B, Local Markets, Modern Trade and temples.

Responsibilities and Duties:

- Respond promptly and professionally to incoming customer inquiries in person, by telephone, or by email
- Maintain an updated knowledge of the organization's products, services, and customer service policies
- Assist clients by demonstrating the use of goods and answering any questions they may have
- Recommend new products or services or make suggestions for improvements by identifying relevant features and benefits

Basic Qualifications and Skills:

- Friendly and welcoming manner with clients and other members of the customer service team
- Ability to maintain a calm and polite manner in stressful situations
- Willingness to cooperate with customers and management to resolve any issues that may arise

Media: <https://www.entrepreneur.com/en-in/news-and-trends/hoovu-fresh-raises-inr-645-crore-in-pre-series-a-funding/440481>

<https://www.thebetterindia.com/285264/sisters-subscription-based-puja-flower-delivery-at-home-startup-earn-crores/>

<https://yourstory.com/herstory/2022/04/sisters-rhea-yeshoda-karuturi-hoovu-fresh-pooja-flowers-recycling>

www.hoovufresh.com

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