

Jeto Vacations Private Limited



2nd floor H103 Lane no. 2,
Behind Saket Metro station
New Delhi -110030

HR Manager

Sales & Operations

Reports to Business Manager

The candidate will report to Business Head

Job Overview

The job will include managing end to end customer experience function of Jeto Vacations

Responsibilities and Duties

- Manage the current customer service to ensure maximum satisfaction and customer repeat
- Implement best practices used in customer service function
- Analyze customer service failure points and take proactive steps to fix them
- Take feedback from customers and analyze areas of improvement
- Work closely with senior management to align customer service strategy with business goals
- Act as the voice of customers to ensure that business decisions are aligned towards improving customer experience

Qualifications

- Min. 3 years of experience in customer service function

Who should apply?

- The candidate must be okay with perks of joining a startup (open culture, lack of structure, don multiple hats, flexible roles etc.)
- The candidate must be patient, empathic and understanding to manage team and customers and provide exceptional customer service

This job is only for people who wants to take ownership and implement their ideas on how to grow a business in general. We will provide exceptional opportunities and freedom to grow your skills which cannot be matched by any established company

Who should not apply?

- If your motivation is financial instead of learning
- If you want to work in a brand with swanky offices and established structures and processes
- If you are thinking of short-term benefits
- If you are uncomfortable with taking ownership, experimentation and failure

We have been honest in setting our expectations and we hope if you decide to apply, you will be honest about yourself as well

About us

Jeto Vacations is a young travel company started in 2019. Our aim is to disrupt the vacation industry in India by providing exceptional customer experience. Founders are significant experience in travel field. Jeto Vacations is located near Saket, New Delhi. We offer:

- Competitive salary and incentives
- Great work culture (a team of young and dynamic folks)
- Opportunity to learn multiple destinations
- Opportunity to see how to grow a company from scratch

Office Timings- 10:30 am to 7:30pm (candidate needs to be available out of office hours for urgent work though rarely required)

Salary Range

Fixed salary between 6-10 lpa depending on experience