

Company Brief

Progcap is an award-winning Fintech and AI company that is engaged in the business of identifying and underwriting small businesses that need credit, generating credit score using alternative data and marketing of financing products. The company is working towards revolutionizing the way financial access is delivered to underserved segments of the Indian retail economy, through specialized financing and technology products that empower small and medium businesses (SMBs) to progress without obstacles. Working at the intersection of software and financial services, Progcap aims to be the first full-stack retailer-focused digital bank in India. Through its unique LMRF (Last Mile Retailer Financing) Facility, Progcap is solving a lot of problems in the entire supply chain along with bringing the underserved and capital starved MSMEs into formal financing space.

As a company, Progcap has demonstrated exceptional track record, by partnering with over 70 + fortune 500 brands, working with over 700,000 on its platform, credit solution of over ~6000 Cr and raised over 100 Mn across three rounds of funding, navigated a global crisis coming out with NIL NPAs and growing the business 15x from pre-Covid levels. The company is backed by Creation Investments, Google, Tiger Global, Sequoia capital, GrowX and other well-known investors.

Designation: Service Manager – Service & Retention

Job Responsibilities

- Build and deepen relationships with customers to achieve increase in share of wallet and revenue through the phone banking channel
- Provide professional customer service to achieve high customer satisfaction and retention
- Serve as one-point contact to the mapped customers of the bank
- Cross selling of new products and services for both new and existing customers
- Managing client escalations/grievances related to general product and/or service
- Supporting relationship manager in growing business with the customers

Key Competencies

- Ability to manage relationships to improve relationship value of existing Clients
- Experience of 2-3 years in service role in any industry such as Mobile, Auto, Banking, NBFC etc
- Have good working knowledge in MS Office applications: Word, excel, & PPT
- Good Communication Skills with good command in English
- Self-driven with sales bent of mind
- Be able to work in a fast-paced environment

Skill set

- Minimum 2 years of work experience
- Preferred Graduate/Post-Graduate/MBA MS office suite knowledge

Location: Delhi

Language Knowledge: Hindi & English / Telugu / Tamil