



# Bigfix Gadgetcare LLP

Job Description form

***Note:** This JD does not form part of the employment contract but is rather provided for guidance. The precise duties and responsibilities of any job may be expected to change over time. Job holders will be consulted over any proposed changes to this JD before implementation.*

<b><u>Name of the Candidate:</u></b> -	<b><u>Job Type:</u></b> Full time employment
<b><u>Job Title:</u></b> Claim Processing Executive.	<b><u>Division/Department:</u></b> Operations
<b><u>Reporting To:</u></b> Operations Manager/ COO	<b><u>Age Criteria:</u></b> Nil
<b><u>Gender Preference:</u></b> nil	<b><u>Location:</u></b> Maduravoyal, Chennai.
<b><u>Date of writing/updating JD:</u></b> 01/03/2022	

## About us:

Bigfix Gadget Care LLP, established in 2015 is a DIPP recognised startup. Bigfix.in, is an online Marketplace for Device Care.

We have currently boarded 1000+ blue-collar technicians through 500 retail partners at 18000 pin codes across India to perform installation, troubleshooting and repair services of home, office & industrial devices. We have built a retail network of exclusive device management centers. We are currently operating at more than 50+ locations across India.

We are looking for Claim Processing executives who have to be a bridge between our service partners and customers all across India.



## **Purpose:**

Here at Bigfix, a Claim Process Executive is a person who is responsible for the flow of business. The main responsibility of the Claim Process Executive is to ensure closure of leads with satisfied partners and customers, promote the sales and services of the company or organization and encourage our partners to follow up with the government of India initiative of TSSC to certify and recognize Blue collared technicians. He or she should be diligent in obtaining closure for all of the incoming leads. He or she should be capable of handling and problem solving the trivial issues while the lead is being executed and should be able to innovate new strategies to attract customers and boost the business of the organization. Some of the major tasks of the Claim Process Executive are understanding the needs of the customer and partner and providing services as per his need or requirements, Collaborating with management on lead conversion goals, Building strategies for increasing the conversion rates of leads and creating and maintaining a list/database of existing partners.

## **Main Responsibilities:**

- Coordinate between store, HO and service dept to ensure proper execution of the orders and highest level of customer satisfaction. Working together with R&D to develop a fitting solution to the challenge.
- Maintaining our tie ups with OEM's, E-care partners and Express partners, etc. Creating awareness among the above mentioned of our technology and what it could mean to them.
- Lead conversion & opportunity funnel creation through established contact sources, cold mailing and social media promotions. Approaching the market with an exploring and learning mindset in order to capture and uncover challenges that could be tackled with the company's technological capabilities.
- Customer Relationship building and establishing contact networks. Direct Selling of our range of services to our partners.
- Guiding and training signed up partners on how to use our app for streamlined lead allocations. Generate and achieve conversion targets for the territory.
- Ensuring brand hygiene.



## Qualifications:

<b>Educational Qualification:</b> Min requirement of an Undergrad degree.
<b>Relevant Experience:</b> Fresher, Additional perk if any previous experience in operations or marketing and sales.
<b>Personal Traits:</b> Excellent personality. The candidate should be a go-getter. Should be confident in brainstorming ideas and strategizing business plans. Excellent Communication & presentation skills. Diplomatic in nature. Mobility & self drive. Negotiation skills. Preference will be given if candidate can speak in Hindi
<b>Languages:</b> English (Read, Write, Speak), Hindi (Not Mandatory but will be given preference)
<b>Skills:</b>  Technical IT tools - Excel, ppt, mis reports, Gmail and associated google office tools, etc to analyse, plan and forecast business. Digital Marketing - Social Media Handles, Data Mining & Research.

## Our Websites:

- [www.bigfix.in](http://www.bigfix.in) - Aftersales support for electronic devices.
- [4biz.bigfix.in](http://4biz.bigfix.in) - Managed service support for Insure-tech companies and OEMs.
- [partner.bigfix.in](http://partner.bigfix.in) - Lead management and execution portal for repair centers/technicians.
- [goto.bigfix.in](http://goto.bigfix.in) - D2C hyperlocal market for repair and maintenance of electronic devices.
- [sell.bigfix.in](http://sell.bigfix.in) - Sell your gadgets for the best price.
- [www.bigapps.in](http://www.bigapps.in) - Software and web development division of Bigfix Gadget care LLP.



## What does the candidate gain?:

- The candidate will get to work in a start-up environment.
- As any startup, we are fluid with our responsibilities and he/she will be handed multiple opportunities in different domains to enhance their knowledge database in various areas and assist them in finding a strong ground.
- A close knit employee community, ensuring personal attention towards your career development.
- 6 Work days a week.

For further information, You can contact the HR department through email ( [hr@bignetwork.in](mailto:hr@bignetwork.in) ).

Regards,

HR Department

Bigfix Gadgetcare LLP