



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.*

<u>Name of the Candidate:</u> -	<u>Job Type:</u> Full time employment
<u>Job Title:</u> MIS Executive.	<u>Division/Department:</u> Operations
<u>Reporting To:</u> Operations Manager/ COO	<u>Age Criteria:</u> Nil
<u>Gender Preference:</u> nil	<u>Location:</u> Maduravoyal, Chennai.
<u>Date of writing/updating JD:</u> 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 MIS executives who have to be a bridge between our service partners and customers all across India.



Purpose:

Here at Bigfix, a MIS Executive is a person who is responsible for the flow of business. The main responsibility of the MIS Executive is to ensure the generation of preparing Daily, Weekly, Monthly MIS Reports and validating the data that is being transferred between all the parties involved in the business operations. An MIS Executive should be able to develop and execute data based experiments to increase efficiency of decision making based on the results. He or she should be capable of handling and problem solving the trivial issues associated with all reconciliation 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 MIS Executive are understanding the needs of the customer and partner and providing business 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:

- Provide support and maintenance to existing management information systems (MIS).
- Generate and distribute management reports in an accurate and timely manner.
- Develops MIS documentation to allow for smooth operations and easy system maintenance.
- Provide recommendations to update current MIS to improve reporting efficiency and consistency.
- Perform data analysis for generating reports on a periodic basis.
- Develop a MIS system for customer management and internal communication.
- Provide strong reporting and analytical information support to the management team.
- Generate both periodic and ad hoc reports as needed.
- Understand customer problems and provide appropriate technical solutions.
- Analyze business information to identify process improvements for increasing business efficiency and effectiveness.
- Participate in cross-functional meetings to resolve recurring customer issues.
- Provide customer support and assistance in issue troubleshooting and resolution.



Qualifications:

Educational Qualification: Min requirement of an Undergrad degree.
Relevant Experience: Fresher, Additional perk if any previous experience in this domain.
Personal Traits: 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
Languages: Excellence in English (Read, Write, Speak), Hindi (Not Mandatory but will be given preference)
Skills: Technical IT tools - Excel, Google sheets, 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 - Aftersales support for electronic devices.
- 4biz.bigfix.in - Managed service support for Insure-tech companies and OEMs.
- partner.bigfix.in - Lead management and execution portal for repair centers/technicians.
- goto.bigfix.in - D2C hyperlocal market for repair and maintenance of electronic devices.
- sell.bigfix.in - Sell your gadgets for the best price.
- 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).

Regards,

HR Department

Bigfix Gadgetcare LLP