



Indian Rubber Manufacturers Research Association

An Autonomous Body Under DPIIT, Ministry of Commerce & Industry, Govt. of India

Vacancy Notice

Advt. No. IRMRA/23-24/01/02 dated 01/04/2023

Indian Rubber Manufacturers Research Association, an Autonomous Institute under Dept. for Promotion of Industry & Internal Trade (DPIIT), Ministry of Commerce & Industry, Govt of India, is a leading R&D institution established in 1958 to cater services to Rubber and Allied Industry. IRMRA is having its headquarters and Laboratory in Thane, Maharashtra and branch laboratories at Sri City, AP, Chennai, TN and SARPOL, Kolkata, WB. IRMRA is looking for dynamic young professionals for various posts and Applications are invited for the post of. Customer Service Executive

1.	Name of the post	Customer Service Executive (Third Party Contract)
	No. of Post	01
	Scale of Pay	18,000 – 20,000 CTC
	Type of Position	On Contract for 01 year and can be extended subject to satisfactory performance review every six months.
	Essential Qualification & Experience	<p><u>Essential:</u></p> <p>Bachelor's Degree with at least 03 years of experience. Experience of working in a testing lab environment will be preferable.</p> <p style="text-align: center;">OR</p> <p>Masters Degree in Commerce/Science fresher.</p> <p><u>Desirable:</u></p> <ul style="list-style-type: none">• NSDC/RSDC Certified candidates will be given Preference/ Candidates who have successfully completed certificate/diploma course in Rubber Science Technology (like RMST course of IRMRA). <p><u>Soft Skills</u></p> <ul style="list-style-type: none">• Proactive attitude towards problem solving.• Must be both a team player and able to work independently.• Good Computer skills including Presentation skills & Data Analysis skills etc• Strong communication skills, both verbal and written. <p><u>Experience:</u></p> <ul style="list-style-type: none">• Candidates already working in NABL accredited Laboratory will be preferred. <p><u>Job Description</u></p> <ul style="list-style-type: none">• Enquiry Management• Customer relationship management and follow up on hold samples• Tele Marketing• Membership management

Head Office: Plot. No. 254/1B, Road No. 16V, Wagle Industrial Estate, Thane (West)- 400 604.

Tele No. 022 6787 3200: Fax No. 022 6787 3225 Email: info@irmra.org; Web: www.irmra.org



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	<ul style="list-style-type: none">• Customer Communications: Maintains records of samples under process and informs customer, supervisor, and internal team on any delivery exceptions.• Coordinate with dispatch department and monitors report dispatch to ensure on-time delivery.• Facilitates accurate billing and maintains accurate records and other related tasks.• Performs other duties as assigned• Prepare and analyse the daily, weekly, monthly and annual MIS• Management of existing customer database.
Age Limit	Not more than 30 years
Mode of Selection	Interview
Place of posting	IRMRA, Plot No. 254/1B, Road No.16V Wagle Industrial Estate, Thane West / transferable to other laboratories of IRMRA.

How to apply:

Candidates to send recent updated resume along with the below mentioned documents:

- a. Proof of Date of Birth.
- b. Copy of Adhar card and Latest Address Proof.
- c. Closing Date regarding receipt of applications: **15th April 2023.**
- d. Application received after closing date will not be entertained and will stand rejected. No communication shall be made / entertained regarding rejection of application.
- e. The application to be forwarded to hr@irmra.org and ks@irmra.org
- f. Physical copy / original documents are not required to be sent to IRMRA in connection with this recruitment process until directed to do so.

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Director

Date: 01.04.2023