

**Designation: CRM Manager**

**Experience: 5-10yrs**

**Qualification: B.Sc Chemistry /M.Sc Chemistry preferred**

**Location: Thane**

**Company URL: [www.chemtek.co.in](http://www.chemtek.co.in)**

**Roles and Responsibilities:**

- Must be efficient for CRM Development.
- Must ensure timely response is given to customers.
- Must ensure timely feedback is received from Key customers.
- Must be an Escalation point for All Key Accounts.
- Must increase the conversion ratio of inquiries to sales.
- Must analyze the open opportunities and Lost Order Analysis on a quarterly basis.
- Must conduct the weekly quotation review to increase the conversion ratio.
- Must provide precise training or mentoring to all the team members or New joinees on a timely basis.
- Must conduct the Monthly review meetings of all the team members.
- Must be well-versed with digital marketing.
- MIS reporting to management.