

Job Title / Designation: Sr. Executive

IndiaMART is India's largest online B2B marketplace that allows manufacturers, suppliers, and exporters to propose their products directly through the platform to get contacted by its visitors. Founded in 1996 by Dinesh Agarwal, an alumnus of HBTI Kanpur, IndiaMART has been recognized as a platform that focuses on providing a platform to Small & Medium Enterprises (SMEs), large enterprises as well as individuals. Our mission is **'to make doing business easy'**.

Headquartered in Noida and with employee strength of more than 3000 across 72 branches, we not only serve the SMEs, but have also become a key growth partner for Large Corporates. With a rating of 4.7, our App is not only one of the highest-rated Apps on Play Store but also has also been recognized as the Best Business App by Global Mobile App Summit Awards (GMASA) - (2017).

Job Summary

The candidate shall be responsible to ensure the auditing of the seller's Pay with IndiaMART transactions and timely payout of the transactions post-audit. The position would require connecting with buyer and seller overcall if needed to verify the transaction. The candidate would also be providing support to the sales team/client to resolve any issues with the transaction/platform that the user is facing.

Job Description

1. Audit the transactions marked suspicious by the system as per transaction audit SOP.
2. Connect with buyer and seller as needed to verify the transactions.
3. Ensure timely payout of all PWIM transactions that are flagged by internal algorithms as high risk.
4. Coordinate with BS conflict team to ensure timely resolution of BS conflict on PWIM transactions
5. Provide support to the sales team/client to resolve any issues with the transaction/platform that user is facing

Eligibility

- Good communication (Verbal/ Written) with clear speech
- Fluent in Hindi and English - written and oral.
- Knowledge of MS excel and google docs.
- Candidates with customer support experience would be preferred