



Job Description: Customer Success Associate

Who are we?

LimeTray is a young product focused start-up which provides web-presence and online marketing solutions to F&B businesses. The founding team consists of ISB, NSIT alumni & has strong-domain knowledge having built the biggest online food ordering portal in the past. Lime Tray counts very successful internet entrepreneurs as its angel investors & advisors. We have recently raised funds from Matrix Partners, a 2.4 billion dollar global Venture Capital firm.

LimeTray is defined by our insistence on providing an unparalleled customer experience. All of our team members are charged with bringing creativity, honesty, and intellectual rigor to their responsibilities in a never-ending quest to delight our customers. We have high expectations of each other and work as a team to build things we are all proud of. That mind-set, along with our execution, has allowed Limetray to have 250+ clients in a short span of time.

Why should you join?

- **Team:** Work with smart and passionate people who are building a first of its kind product for global market.
- **Growth:** We have, in a short span of time, been able to put together a very impressive client list with some of the best names in the industry as our clients.
- **Startup Culture:** Working in a startup environment will give you exposure to multiple fields and you will learn how a business is built from the ground up.
- **Impact:** Limetray does not function on a defined hierarchy & everyone's given equal creative freedom to come up with and execute new ideas to further the business. This setup allows employees to take ownership of their ideas.

Job Title: Customer Success Associate

Job Location: New Delhi

Key Result Areas:

- Solving Client tickets/concerns for the particular clients.
- Provide world class client support by working with clients to establish critical goals and other key
- Help in improving processes so we always optimize for better customer experience
- Identify patterns and help in making the support systems better as we scale
- Maintain high quality in core work

WHAT WE LOOK FOR:

Understanding of Product and Acumen to Learn - You should understand about the products that we offer and quickly learn the complexities in order to solve the customer tickets.

Great Communicator - We are looking for a communicator par excellence. You know your words and enjoy expressing your thoughts in your emails and phone conversations that reflect the LimeTray's ownership and hustle

Customer Orientation - You excel in offering client delight and seamless experience and instantly build a rapport with them acknowledging the situation, and displaying a genuine willingness to help

Problem Solver - Clients can get a little complex in their queries. You are passionate about putting the customer first and like to handle their queries no matter what and you strive to find right solutions for them no matter how challenging the situation

Comfortable with Ambiguity - You enjoy high pace of work and an environment where all answers are not readily available but will need you to be a part of finding answers

Presence of Mind - You know how to apply your mind to think through a complex problem and not lose your cool in dealing with clients

REQUIREMENTS

- 0-1 years of work experience
- Exceptional spoken and written English
- Sharp, motivated and hard-working

Opportunity to not only get your hands dirty but also contribute strategically to build an awesome team.

Interested people can get in touch with us at tanika.monga@limetray.com or apply by clicking on the link below and we will be glad to share our plans with you.