

# 1. CUSTOMER SUPPORT EXECUTIVE

No. Of candidates required: 3

No. Of candidates we can hire: 4-5

Salary bracket: 12000-22000 per month

## **Responsibilities**

- Respond to customer queries in a timely and accurate way, via phone, email, social media, or chat to identify customer needs and help customers with product information.
- Manage and analyze the Website and report product malfunctions
- Update our internal databases with information about technical issues and useful discussions with customers.
- Monitor customer complaints on social media and help.
- Share feature requests and effective workarounds with team members.
- Follow up with customers to ensure their technical issues are resolved.
- Gather customer feedback and share it with our Product, Sales, and Marketing teams.
- Assist in training junior Customer Support Representatives

## **Requirements**

- Experience of 1-2 years in the similar field
- Good communication skills verbal as well as written in English and Hindi both
- Freshers also Welcome

## 2. DIGITAL MARKETING MANAGER

No. Of candidates required: 1

No. Of candidates we can hire: 2

Salary bracket: 15000-30000 per month

### Responsibilities

- Manage Social Media team
- Manage the content that the business posts to social media
- Improve the design, UX, traffic, and content of the website
- Use advanced metrics to measure the success of a marketing campaign
- Keep up to date on the latest social media trends.
- Maintain the brand's online presence and sales by working on various marketing campaigns & develop strategies that drive customers to the website.
- Research and strategize with other professionals to create content for successful campaigns.
- Planning digital marketing campaigns, including web, SEO/SEM, email, social media and display advertising
- Evaluate emerging technologies. Provide thought leadership and perspective for adoption where appropriate
- Preparing accurate reports on our marketing campaign's overall performance.
- Coordinating with advertising and media experts to improve marketing results.
- Overseeing and managing all contests, giveaways, and other digital projects.

### Requirements

- Experience of 2-4 years in the similar field
- Good communication skills verbal as well as written in English and Hindi both
- BS/MS degree in marketing or a related field
- Proven working experience in digital marketing
- Demonstrable experience leading and managing SEO/SEM, marketing database, email, social media and/or display advertising campaigns

- Highly creative with experience in identifying target audiences and devising digital campaigns that engage, inform, and motivate
- Solid knowledge of website analytics tools (e.g., Google Analytics, Net Insight, Omniture, Web Trends)
- Experience in setting up and optimizing Google AdWords campaigns
- Strong analytical skills and data-driven thinking
- In-depth knowledge of various social media platforms, best practices, and website analytics.
- Proficient in photo and video editing software such as Adobe Toolkit
- Proficient in MS Office Suite, including Outlook, Excel, and Word.
- Ability to identify long term trends in data

### **3. ASSISTANT FASHION DESIGNER**

No. Of candidates required: 1

No. Of candidates we can hire: 2

Salary bracket: 20000-35000 per month

#### **Responsibilities**

- Researching current fashion trends and determining what consumers will like.
- Collaborating with the design team to develop ideas for new products based on research data
- Designing sketches for new products with a design team
- Creating clothing patterns for mass production.
- Testing and deciding on fabrics, colors, patterns, and textures for each design
- Overseeing the production of designs, including carrying out fittings, determining prices and managing marketing.
- Maintaining relationships with vendors, suppliers, and models
- Communicating technical design information for customer samples.
- Overseeing the prototype sample process.
- Working with the design team to create mood boards
- Creating cost sheets and product lists

#### **Requirements**

- Proven work experience of 2+ years as a Fashion Designer or similar role
- Proficient with Microsoft Excel and Adobe Illustrator
- Ability to do sketches by hand
- Excellent design and conceptual skills
- A bachelor's degree in design or fine arts is preferred
- Relevant training and/or certifications as a Fashion Designer
- One of the most important skills required is to pay great attention to detail.
- Self-motivated
- Innovative

## 4. PRODUCTION ASSISTANT

No. Of candidates required: 1

No. Of candidates we can hire: 2

Salary bracket: 8000-15000 per month

### **Responsibilities:**

- Reporting to the Production Manager.
- Assisting the Production Manager with administrative tasks like production schedules and timesheets.
- Assist in all the processes after order processing till final ready to dispatch which includes assigning work to the masters, checking the complete material with embellishments given to him and keep track of the same.
- Receive the ready garments.
- Do all necessary towards the smooth running of the production process.
- Overseeing quality control throughout the production process.
- Ensuring that production is completed before deadlines. Arrange for urgent stitching as required.
- Procuring and monitoring the efficiency of production equipment.
- Updating the Production Manager on the status of running units.
- Liaising and coordinating production with other departments and contactors and ensuring timely completion.
- Other duties arising from the needs of the productivity for the organization

### **Requirements:**

- Experience of 1-2 years in the similar field
- Bachelor's or associate degree, with course work in production management.
- Ability to supervise production teams confidently and proactively.
- Exceptional analytical ability toward solving production-related concerns.
- Knowledge of materials, equipment, and labor needed throughout the production process.
- Proficiency in quality control and production costing.

## 5. EXECUTIVE ASSISTANT TO CEO

No. Of candidates required: 1

No. Of candidates we can hire: 2

Salary bracket: 20000-40000 per month

### **Responsibilities:**

- HR & Admin
- Head Customer Support Team
- Act as the point of contact among executives, employees, clients, and other external partners
- Manage information flow in a timely and accurate manner.
- Manage executives' calendars and set up meetings
- Make travel and accommodation arrangements
- Oversee the performance of other clerical staff
- Format information for internal and external communication – memos, emails, presentations, reports
- Take minutes during meetings
- Screen and direct phone calls and distribute correspondence
- Organize and maintain the office filing system

### **Requirements:**

- Experience of 2-4 years in the similar field
- Work experience as an Executive Assistant, Personal Assistant, or similar role
- Excellent MS Office knowledge
- Outstanding organizational and time management skills
- Familiarity with office gadgets and applications (e.g., e-calendars and copy machines)
- Excellent verbal and written communications skills
- Discretion and confidentiality

## 6. ACCOUNTS MANAGER

No. Of candidates required: 1

No. Of candidates we can hire: 2

Salary bracket: 20000-40000 per month

### **Job description**

- Min 3 Years of experience in Accounting with Tally
- Maintain all records like Vouchers, Receipts, Bills, and Payments.
- Bank Reconciliation, Payment Collection.
- Monthly GST Working.
- Reconciliation of Sundry Debtors & Creditors
- Payment follows up by telephonic & mailing
- Daily Stock maintains.
- Handling petty Cash Records.
- Banking works like a Cheques issue for clearing Cash Deposit, NEFT, and RTGS
- Handling all Sales Tax & Income Tax work
- Handling Day-to-Day Accounting
- Prepare Salary Statement, PF Account, Worker Salary, Daily wages for Worker
- Finalization of Accounts, Statement of Accounts, Debtors Controls Accounts, Buffer Accounts, Balance sheet Statement, Consumption Charts, Trails Balance, work, Scrutiny of Desperation, Fixed Assets.
- Uses basic office equipment (photocopy machine, scanning machine, barcode scanner etc.)
- Maintains a satisfactory level of quality and productivity per department standards.
- Completes additional assigned tasks as required.
- Must be able to read and write English properly

### **Requirements:**

- Graduate in Commerce
- CA drop out or Diploma/Degree in Accounting Management

## 7. OPERATION EXECUTIVE CUM MERCHANDISER

No. Of candidates required: 1

No. Of candidates we can hire: 2

Salary bracket: 20000-40000 per month

### **Job description**

- Manage day to day dispatches & operations of e-commerce orders.
- Analyze and report product malfunctions (for example, a specific delay in an order).
- Update our internal databases with information about technical issues and useful discussions with the team.
- Assign specific couriers to orders & manage the entire operations process from packing to handing over the orders.
- Work closely with the customer support team & monitor any order changes or urgent orders.
- Follow up with production to ensure timely deliveries.
- Gather thorough knowledge of product names, SKU & details for accuracy in operations.
- Involve continuous working on Google Sheets/ Excel.
- Follow up with courier companies over email to ensure timely delivery of orders to the customers.

### **Requirements:**

- 3+ years of experience in working with a similar kind of brand
- Graduate
- Diploma or degree in the similar field
- Knowledge of Fabrics and Stitching