



AMITY TECHNICAL PLACEMENT CENTRE

DELHI | GR. NOIDA | GURUGRAM | GWALIOR | JAIPUR | LUCKNOW | NOIDA

INDIGO AIRLINES

Campus Recruitment - 2019 Passing Out Batch **ONLY FOR UNPLACED STUDENTS**

Company	INDIGO AIRLINES
Website	www.goindigo.in
Batch	2019 Passing Out Batch
Joining Date	Will be inform through mail
Date of Campus	Will be informed later
Time	Will be informed later
Venue	Will be informed later
Job Title	Executive Customer Relations
Eligible Degrees	Any Graduate
Eligible Branches	All Branches
Eligibility Criteria	No % Criteria
Location	Gurgaon
Compensation (CTC)	<p>CTC to be offered: 2.50 LPA + 60,000 PA (Transport Allowance)</p> <p>Other benefits include:</p> <ul style="list-style-type: none"> ☐ IndiGo Staff Travel Benefit for employee (Self) & 5 family members ☐ Medical Insurance coverage ☐ Life Insurance Coverage
Roles & Responsibilities	<ul style="list-style-type: none"> ➤ Understand and address the consumer queries effectively and actively on social media platforms. ➤ Identify the need to assign the case to social out calling team or CR team basis the sensitivity of the case. ➤ Establish the facts and gather details about the specific case by using the available tools, data and coordinating with different

	<p>departments.</p> <ul style="list-style-type: none"> ➤ Pacify the customers/social audience by giving proper resolution in line with policies and empowerment. ➤ Actively draft and publish communication for pro-active social care for customers. ➤ Flag off and report perceived threat on social media to the larger social group and stay prepared with media statement. ➤ Coordinate with different departments like Legal, PR, Digital, HR etc. when dealing with sensitive cases. ➤ Tag/Categorize the cases as per the respective departments. ➤ Share feedback with the respective departments/Airport wherever required. ➤ Build brand love and drive positive engagement on social media platforms. ➤ Manages social media volume with consistency and to manage their own quality of responses. ➤ Develops engaging, creative, innovative content/ideas for regularly scheduled posts, which enlighten audiences and promote brand-focused messages
Other Desired Skills / Competencies	<ul style="list-style-type: none"> • Good communication skills (written and spoken) • Good coordination skills • Team spirit
How to Apply?	<p>All interested and Eligible students need to apply on the link below latest by 4:00 PM, 26th July 2019</p> <p>CLICK HERE</p> <p>Late entries will automatically get deleted.</p>

My Best Wishes are with you!

Prof. Dr. Ajay Rana

Advisor