



## AMITY TECHNICAL PLACEMENT CENTRE

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

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

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

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

**My Best Wishes are with you!**

**Prof. Dr. Ajay Rana**

**Advisor**