

Customer Service Engineer

Locations: Chennai, Coimbatore & Tirunelveli

Career at VNC Group

VNC is a company which is rooted in its values. We operate with the guiding light of ethics and integrity. At VNC, you have an opportunity to be a part of building the future that stands for the values we rise with.

We recognize the fact that people are the core of who we are, and the company provides ground for personal and individual growth.

Preferred qualification

- BE Civil Engineering
- Understanding of construction practices, methods and its applications
- Ability to communicate technical subjects clearly as appropriate for the topic and audience
- Excellent communication and interpersonal skills

Responsibilities

- Responsible for providing outstanding customer service in a prompt and efficient manner.
- Acquire extensive and sound product knowledge in order to provide support to our customers in a timely and effective manner.
- Track open customer issues and keep customers posted on the status update.
- Identify potential business development opportunities with existing customers and refer leads to sales team.
- Provide product technical support to consumers and influencers.
- Visit construction sites and advice on best practices.
- Impart product training to users through meets.