

WORK VAPOR

Job Link: <https://workvapor.in/jobs/back-office-assistant-job-in-gurugram-haryana-learning-routes/>

HIRING ORGANIZATION

Learning Routes

EMPLOYMENT TYPE

Full-time, Part-time

BASE SALARY

INR 18,000 - INR 25,000

VALID THROUGH

2026-07-21

BACK OFFICE ASSISTANT

JOB LOCATION

Gurugram, NA, Gurugram, Haryana, India

DESCRIPTION

Dear Candidate,

About Learning Routes

Learning Routes is one of the leading education services startups catering to the needs of working professionals by offering them varied choices in management and technology programs from reputed institutes/universities/colleges for pursuing the course online.

As Learning Routes, we are here to administer a flawless curriculum to the ones who are aspired to pursue their post graduate, diploma or certification programs from premium management universities. Reaching out to an individual, making the process user-friendly, having cutting edge innovations and giving a beneficial network of experts are just the bases of what we grant!

Industry: Education Sales Industry

Education: Graduation/Post Graduation

Work Experience : 0 – 4 years

Job Type : Full Time

Department / Functional Area of the Job: Office Coordinator

• Key Responsibilities:

Loan Grievance Handling:

Address and resolve customer grievances related to loans in a timely and professional manner.

Maintain accurate records of all grievances and follow up on pending cases.

Coordinate with relevant departments to ensure prompt and effective resolution.

Administrative Support:

Perform general office duties such as filing, data entry, and document management.

Assist in scheduling meetings, managing calendars, and coordinating appointments.

Ensure smooth office operations by managing office supplies and equipment.

Excel and Data Management:

Utilize basic MS Excel skills to create and maintain spreadsheets for tracking and reporting purposes.

Input and manage data related to loans, grievances, and other office functions.

Communication:

Serve as the first point of contact for customers and internal stakeholders regarding loan-related inquiries.

Communicate effectively with customers to gather necessary information and provide updates on grievance status.

Draft and distribute internal and external communications as needed.

Qualifications:

Proficiency in basic MS Excel.:-

Excellent verbal and written communication skills.

Experience in handling customer grievances, preferably in a loan-related or financial services environment.

Strong organizational skills with the ability to multitask and prioritize tasks effectively.

Ability to work independently and as part of a team.

High level of professionalism and attention to detail.

Preferred Qualifications:

Excellent Communication Skills

Previous experience in a similar role within the financial services industry.

Knowledge of loan processes and regulations.

Kindly find Company website link below and few social media plat form :-

Company's website:- <https://www.learningroutes.in/>

Instagram l'd- https://www.instagram.com/lr_tribe/

Linkdin l'd- <https://www.linkedin.com/company/kennis-learning-routes/>

Facebook Profile- <https://www.facebook.com/learningroutesLR>

In order to know more about Education Sales Industry we would like you to do some research on :

* UGC DEB

* <https://www.learningroutes.in>

* What are MBA/PGDM Courses

* Role of Master courses in upgrading your career