

# WORK VAPOR

Job Link: <https://workvapor.in/jobs/customer-care-executive-merchant-experience-advisor-relationship-manager-344682/>

## HIRING ORGANIZATION

MT

## EMPLOYMENT TYPE

Full-time

## JOB LOCATION

Bangalore, India

## CUSTOMER CARE EXECUTIVE – MERCHANT EXPERIENCE ADVISOR (RELATIONSHIP MANAGER)

## BASE SALARY

? 18000 - ? 21000

## DESCRIPTION

**Company Name:** MT

**Location:** Bangalore, India

**Job Type:** Full-time

**Salary:** ?18,000 to ?21,000 per month

**Department:** Helpdesk

**Position:** Merchant Experience Advisor, Relationship Manager

**Experience:** 0 to 3 Years

**Industry Preference:** Fintech, Banking, Payments

**Contact Email:** [hirelineindia@outlook.com](mailto:hirelineindia@outlook.com)

MT is hiring for the Merchant Experience Advisor position. This is a full-time opening in Bangalore. The role is in the Helpdesk team.

This work is for merchant support. You will speak with merchants by call, email, and WhatsApp. You will help with issues and guide them in simple words.

The company wants people who can talk clearly in English and Hindi. Good customer handling is important. Basic knowledge of POS, UPI, and digital payments will help.

### Job Responsibilities:

- Handle merchant queries through calls, emails, and WhatsApp
- Solve issues related to POS machines, transactions, and settlements
- Make welcome calls and guide merchants on product use

- Follow up on complaints and close them on time
- Share offers and campaign details with merchants
- Support upselling and cross-selling
- Keep proper records of customer talks and issue updates

**Required Skills:**

- Good communication in English and Hindi
- Strong customer handling ability
- Good problem-solving skills
- Able to manage high call volume
- Basic knowledge of POS, UPI, and digital payments
- CRM or ticket system knowledge is a plus

**Eligibility:**

- Minimum 10th Pass
- Age below 35 years
- Freshers can also apply

**Work Location:** Bangalore, India

Juinagar is also mentioned for this hiring.

**How to Apply:**

Send your updated resume to [hirelineindia@outlook.com](mailto:hirelineindia@outlook.com)

**Contact Email:** [hirelineindia@outlook.com](mailto:hirelineindia@outlook.com)

Masked number is not added because no contact number was shared in the post.