

WORK VAPOR

Job Link: <https://workvapor.in/jobs/customer-experience-feedback-executive-customer-communication-cx/>

HIRING ORGANIZATION

Soft Futura

EMPLOYMENT TYPE

Full-time, Part-time

JOB LOCATION

Jaipur, India

DATE POSTED

? April 20, 2026

VALID THROUGH

2027-02-20

CUSTOMER EXPERIENCE FEEDBACK EXECUTIVE, CUSTOMER COMMUNICATION – CX

BASE SALARY

INR 15000 - INR 20000

DESCRIPTION

Company : Soft Futura

Work From Office | Jaipur
?15,000 – ?20,000 per month
Full-time role

Contact: hr@softfutura.com

Job Overview

This role is for **Customer Experience & Feedback Executive**. Work is simple but needs attention. You will talk to customers and collect feedback. You will also track complaints and share reports. Work is independent, so honesty is important.

Job Responsibilities

- Record customer calls, WhatsApp and email interactions
- Collect feedback and understand customer problems
- Track complaints and check if solved on time
- Do feedback calls and small surveys
- Prepare simple reports for management
- Highlight serious issues when needed

Skills Required

- Good communication and listening
- Basic knowledge of CRM tools
- Data entry and report making
- Ability to handle customers calmly
- Honest and neutral thinking

Eligibility Criteria

- 1 to 3 years experience in customer support or similar role
- Basic understanding of customer handling
- Comfortable with office work

Working Structure

This role reports directly to management. No work with sales or field teams. Independent work style is there.

Salary Details

Salary will be between ₹15,000 to ₹20,000 per month depending on experience.

How to Apply

Interested candidates should send resume directly for quick response.

Email: hr@sofffutura.com