

**CAREER OPPORTUNITY IN MNGL AT CRM**

MNGL, invites applications from Indian nationals fulfilling the eligibility criteria for filling up following posts as below (Table-1):  
Table-1:

<p><b>OFFICER (CRM)</b></p> <p><b>GRADE: M1</b></p> <p>CTC (in lacs): Rs. 6.00 to Rs. 8.00 p.a. (including incentive)</p> <p>Location: Pune/ Nashik/ Sindhudurg/ Ramanagara (Karnataka)</p>	<p>Minimum Qualification: MBA (Marketing)/ BE/ B Tech</p> <p>Minimum Desired Experience: 1 yr.</p>	<p><b>JOB DESCRIPTION:</b></p> <ul style="list-style-type: none"> <li>• Formulation of system for receipt / acknowledgement of customer queries, requests and complaints via calls, emails, letters and other sources</li> <li>• To analyze the complaints/queries received and coordination with concerned department for its timely resolution.</li> <li>• To ensure timely feedback to the customers</li> <li>• MIS of complaints received and resolved</li> <li>• Assistance in recovery from PNG customers</li> </ul> <p><b>DESIRED PROFILE, SKILLS &amp; COMPETENCIES:</b></p> <ul style="list-style-type: none"> <li>• Experience in Customer care, call center, BPO etc.</li> <li>• Handling in bound and out bound calls, preparing MIS, Reports</li> <li>• Extremely patient, sincere, confident, good communication skills</li> </ul>
<p><b>JR. OFFICER (CRM)</b></p> <p><b>GRADE: S5</b></p> <p>CTC (in lacs): Rs. 5.00 to Rs. 5.70 p.a. (including incentive)</p>	<p>Minimum Qualification: BBA (Marketing)/ Diploma Engineer / Any Graduate</p> <p>Minimum Desired Experience: 2 yrs.</p>	<p><b>JOB DESCRIPTION:</b></p> <ul style="list-style-type: none"> <li>• Acknowledge all customer queries, requests and complaints received via calls, emails, letters and other sources</li> <li>• To assess the complaints/queries received and put forward to the concerned department for its resolution</li> <li>• To handle the walk-in customers</li> <li>• To capture the requisite information &amp; give an on the spot redressal/ information, after talking to MNGL officials of the concerned department</li> <li>• Appropriate follow up with concerned representative as per the nature of the complaint for feedback</li> </ul>

Location: Pune/ Nashik/ Sindhudurg/ Ramanagara (Karnataka)		<ul style="list-style-type: none"> <li>• To provide timely feedback to the customers against complaint/query received.</li> <li>• Submission of MIS report periodically showing complaints resolved / open complaints</li> </ul> <p><b>DESIRED PROFILE, SKILLS &amp; COMPETENCIES:</b></p> <ul style="list-style-type: none"> <li>• Experience in Customer care, call center, BPO etc.</li> <li>• Handling in bound and out bound calls, preparing MIS, Reports</li> <li>• Extremely patient, sincere, confident, good communication skills</li> </ul>
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1. **TERMS AND CONDITIONS IN RESPECT OF ESSENTIAL QUALIFICATION(S) AND ESSENTIAL EXPERIENCE** (As mentioned under relevant column in Table-1):

- 1.1 Minimum essential educational qualification(s) required shall be as indicated in Table-1 against the post. Only full time Regular courses will be considered.
- 1.2 All minimum essential qualification(s) must be from UGC recognized Indian University/ UGC recognized Indian Deemed University or AICTE approved courses from Autonomous Indian Institutions/ concerned statutory council (wherever applicable).
- 1.3 Minimum 50 % percentage of marks in the essential qualification(s), as specified shall be considered as per Institute/ University rules/ norms.
- 1.4 Wherever MBA has been mentioned as requirement, apart from MBA, two years Post Graduate Diploma in Management with specialization in relevant field or MMS shall also be considered.
- 1.5 Minimum Essential Post Qualification Experience in line in State/ Central Government Department(s)/ Institution(s)/ Undertaking(s) and/or Large Private Sector Organization(s)/ Institution(s)/ Company(ies) of repute should be as on 31/10/2020. However, Industrial/ Vocational Training will not be considered as experience.

2. **PLACEMENT & ASSIGNMENTS:**

The selected candidates may be posted at any of the installations/ projects/ offices etc. of MNGL. The selected candidates may be assigned jobs/ functions/ assignments as per the business requirements of the Company.

3. **HOW TO APPLY:**

- 3.1 Candidates will be required to apply through registered post/speed post/ Courier to reach Chief Manager (HR), Maharashtra Natural Gas Limited., A – Block, Plot No. 27, Narveer Tanajiwadi, PMPML Bus Depot. Commercial Building, 1st Floor, Shivajinagar, Pune – 411005 till 31/10/2020. No other means / mode of application shall be accepted.
- 3.2 Candidates called for further selection process are required to bring application form with all ORIGINAL DOCUMENTS (in the order as mentioned below) together with ONE SEPARATE SET OF SELF ATTESTED COPY of all documents (in the same order) failing which candidate may not be allowed to appear in the further Selection Process:
- i) Print out of the Application Form with 02 recent passport size photograph & updated resume along with signature on the Application Form & Resume/CV.
  - ii) Document in support of Date of Birth proof – Matriculation/ Class-X Certificate/ Mark Sheet/ Admit Card issued by the Board.
  - iii) All Certificates/Testimonials in respect of qualifications (all semester/year wise Mark Sheet, Degree & Diploma certificate starting from matriculation onwards).
  - iv) Complete and Proper Experience certificates/ Documents issued by the Employer in support of experience details mentioned by the candidate in the Application Form/ Resume.
  - v) Valid ID Proof: PAN Card/ Voter ID/ Aadhar Card/ Driving License/ Passport etc.
  - vi) Valid Address Proof: Aadhar Card/ Voter ID/ Passport etc.
  - vii) Payslip of last 3 months & CTC break up of current employment.

#### **4. HEALTH / MEDICAL FITNESS:**

Appointment to the above posts will be subject to the candidate being medically fit. Every candidate appointed to a post in the Company shall be required to get their Pre-Employment in MNGL nominated empaneled hospitals.

#### **5. OTHER TERMS & CONDITIONS AND GENERAL INSTRUCTIONS:**

- 5.1 Only Indian Nationals are eligible to apply.
- 5.2 The candidates should ensure that they fulfill all eligibility criteria and other conditions of this advertisement and that the particulars furnished by them in the application and the documents submitted by them later on are correct in all respects.
- 5.3 Candidates should possess a valid email ID. All correspondence with candidates shall be done through email only.
- 5.4 Only short listed candidates who are found apparently eligible based on the application data and documents submitted will be called for participating in the Selection Process.

- 5.5 Candidature of the registered candidate(s) is liable to be rejected at any stage of the recruitment process or after recruitment or joining, if any information provided by the candidate is found to be false or is not found in conformity with eligibility criteria mentioned in the advertisement.
- 5.6 MNGL reserves the right to raise the minimum eligibility standards. MNGL also reserves the right to fill or not to fill any or all of the above positions and cancel/ restrict/ enlarge/ modify/ alter the recruitment/ selection process without any further notice or assigning any reason(s) whatsoever.
- 5.7 The prescribed qualification/ experience is the minimum and mere possession of the same does not entitle a candidate for participating in the Selection Process. MNGL's decision shall be final in this regard.