



Job Title	Executive
Function	Assisted Sales
Experience	2-3 Years
Location	Mumbai

Pepperfry (www.pepperfry.com) was launched in January 2012 and has since changed the way Indians shop for their homes. Co-founded by eBay colleagues Ambareesh Murty and Ashish Shah, Pepperfry has the support of marquee investors like Goldman Sachs, Norwest Venture Partners, Bertelsmann Investments, Zodiuss Capital, State Street Global Advisors and Pidilite (the makers of Fevicol).

Over the years, Pepperfry has built strong differentiation across various aspects of the Furniture and Home Products value chain. Pepperfry is an inventory light managed marketplace with high margin private labels and its own factory to home big box supply chain. Pepperfry's unique omnichannel approach, category leading top of mind brand recall and a 50%+ share of the online category traffic have helped it become the starting point for furniture purchases in India.

Brief Description

Build a personalized journey for our customers as they look at buying our products on our website and encourage them to make a purchase.

Roles and Responsibilities

- Manage inbound sales queries & make outbound calls for missed sales queries, understand the customer's requirements, and guide them through the range of products available on our website.
- Reduce abandoned cart rate by reaching out to our customers who have added product to their carts but are yet to place an order; understand their challenges to guide them through the sale, manage pending verifications and ensure that the order is completed on the website.
- Follow up on previous interactions with customers on their purchase experience to identify customer grievance, build customer loyalty and drive repeat purchases.

Key Competencies and Skills

- Love for sales
- The patience and ability to engage customers in conversation.
- Excellent communication skills.
- Excellent interpersonal and problem-solving skills.

Education and Experience

- Graduate fresher or Undergrad
- Proficient with relevant computer applications
- Good typing skills