



ODeX India Solutions Pvt. Ltd

Job Description

Job Title: Executive

Division/Department: Relationship Management and Implementation

Location: Vikhroli, Mumbai

Experience: Fresher or 6 months

Education: Graduate / MBA

General Description -

- The candidate should be presentable with good communication skills, both written and spoken.
- Able to handle work independently and work under pressure.
- He / She should also have good knowledge of Microsoft Office. Exposure to the shipping industry would be preferred.
- Ready to travel on short notices at client locations.

Competencies required-

Functional / Technical Competencies:

- Interpersonal communication
- Communication skills
- Leadership
- Emotional intelligence
- Problem solving
- Relationship building and networking
- Strategic thinking

Behavioral Competencies:

- Communication
- Empathy
- Conflict resolution
- Analytical reasoning
- Decision making ability
- Negotiation skills

Job Description -

1. Revenue Generation

- Generate revenue to ODeX by cross selling or up selling other modules to Shipping Lines, NVOCC's and Container Freight Stations.
- Suggest process changes or enhancements to beneficiaries through customizations on ODeX modules or through new requirements with commercial0073.
- Connect with new Shipping Lines, NVOCC's and Container Freight Stations and onboard them to use ODeX modules with revenue opportunities.

2. Communication Skills

- Should be able to understand and communicate clearly with the client.
- Set clear expectations and timelines with the client on a timely basis.
- Prepare business requirement documents covering the entire requirements as per client expectations to avoid any disputes.
- Explain process requirements to the internal product team as expected by client.

3. MS Office Skills

- Should be well versed with MS Office applications i.e. MS Word, MS Excel and MS PowerPoint.
- Should be able to maintain data and publish reports for implementation and expansion purposes.
- Good working knowledge of MS PowerPoint to prepare presentations or write BRD (Business Requirement Documents)
- Maintain and store documents communicated with the clients with approvals and sanctions both internal and external.

4. Analytical Skills

- Prepare reports for analysis purposes for projects implemented and identify avenues for expansion.
- Involve in executing user acceptance tests of requirements raised by clients.
- Initiate impact analysis on existing ODeX solutions in case of any new requirements or change requests received from the clients
- Maintain a publish trackers of projects managed by self with clear timelines and status.
- Maintain reports on new product release based on its criticality and priority from revenue perspective.

5. Relationship Management

- Regular meetings with client to maintain a good rapport.
- Manage escalations received at first level and to avoid further escalations to next level.
- Be updated through the existing clients on the changes occurring in the shipping domain.
- Keep the clients updated on a regular basis on the project timelines to avoid any disputes and to maintain customer satisfaction.
- Suggest process enhancements or process changes.