



Birla Institute of Technology & Science, Pilani

Pilani Campus (An Institution of Eminence)

JOB DESCRIPTION

About BITS, Pilani	Birla Institute of Technology & Science, Pilani has been declared as an "Institution of Eminence Deemed to be University" by the Central Government of India in exercise of the power conferred under Section 3 of the UGC Act 1956 and is a renowned science and technology institute with Its headquarter located in Pilani, Rajasthan, India. In addition to Pilani, BITS Pilani has campuses in Dubai, Goa, and Hyderabad.
Industry	Higher Education
Post/Job Title	Assistant Manager – Customer Relationship Management
Job Type	Regular, Full time
Reporting to	Campus Faculty Incharge - Placements and Chief Placement Officer
No of positions	1
Job Location	Hyderabad
Job Purpose	The ideal candidate will focus on strengthening recruiter relationships and ensuring their satisfaction by proactively addressing concerns and fostering long-term partnerships. They will manage interactions with recruiters, retain existing partnerships, and reconnect with inactive ones. Using clear communication and a problem-solving approach, the candidate will contribute to improving the placement experience and supporting the institute's efforts to enhance recruiter engagement strategies.
Principal Responsibilities	<ul style="list-style-type: none"> • Act as the primary interface between the Placement Unit and recruiters, managing customer interactions and addressing their pain points. • Proactively manage customer retention, re-engaging with recruiters who have discontinued partnerships. • Handle recruiter escalations with a solution-driven approach, ensuring their concerns are resolved efficiently. • Develop and implement strategies to enhance recruiter satisfaction and strengthen long-term relationships. • Collaborate with internal teams to provide recruiters with a seamless placement experience. • Analyse recruiter feedback and derive actionable insights to improve placement processes. • Maintain detailed records of recruiter interactions and provide timely reports on engagement outcomes. • Use data-driven approaches to identify trends and develop strategies for customer relationship improvement.
Qualification and Experience	<ul style="list-style-type: none"> • Preferably an MBA or M.Tech with expertise in customer interaction, retention, relationship management, and escalation handling. • Desirable Skills: <ul style="list-style-type: none"> ○ Strong communication skills (written, verbal, email). ○ Tech-savvy with the ability to use CRM tools effectively. ○ Analytical and problem-solving skills with a solution-centric approach. • Experience: 5–8 years in a customer relationship management role; experience in other industries is advantageous.
Additional Remarks	This position requires an individual with excellent interpersonal and communication skills who can manage recruiter relationships with professionalism and thoughtfulness. The ability to work collaboratively across departments and deliver results under tight deadlines is critical
Term and Remuneration	Rs. 10 – 12 Lakhs annual CTC (which includes target-based performance incentives). Term of appointment is for 2 years and will be renewed based on satisfactory performance review against the goals set.