



DESCRIPTION OF THE ROLE

Job Title: Response Manager	Branch: Worli
	Reports to: Medical Director (Dr.Shailendra Chaubey)
PURPOSE	
<p>To be the first point of contact and respond to all queries on the various platforms (phone, email, social media channels). To help people decide if Vedary is right for them and helping them engage with us (taking appointments, signing up for events, connecting to the right person in the team). The deeper purpose is to convey our values and our processes over the phone/email/whatsapp by truly connecting with the individual and starting a relationship.</p>	
No.	RESPONSIBILITES
1.	<p>Communication with guests</p> <ul style="list-style-type: none"> <li>▪ Ensuring queries on all platforms (phone, email, whatsapp, FB, insta) are responded to in a timely manner</li> <li>▪ Ensuring scheduled calls are made on time (Calendly, leads generated by DM and previous reminders)</li> <li>▪ Booking appointments through our systems and sending confirmations and reminders</li> <li>▪ Be present in the space during events to engage with the guests to build relationships</li> <li>▪ Maintain a standard quality in terms of language and tone – empathetic, professional and clear</li> </ul>
2.	<p>Entering and managing the database</p> <ul style="list-style-type: none"> <li>▪ All call records and guest details need to be updated to the systems in a timely manner</li> <li>▪ Following up with guests who have cancelled appointments and helping them reschedule</li> <li>▪ Inform the team in advance about any guests who have specific concerns</li> <li>▪ Updating the internal system, mail chimp database and whatsapp broadcast list regularly</li> <li>▪ Sending out emailers and whatsapps through all the databases</li> </ul>
3.	<p>Managing reports and attending meetings</p> <ul style="list-style-type: none"> <li>▪ Constantly monitor your performance and ensure all the calls which need to be made are done</li> <li>▪ Update the team during the daily/weekly meetings on the number of appointments expected</li> <li>▪ Share feedback based on the calls on how we can improve our marketing efforts</li> </ul>

Available shifts

Worli – 9 am to 5 30 pm  
6 days a week – Monday off

Email updated CV to [hello@vedary.com](mailto:hello@vedary.com)  
Kindly call on 7900007351 for further queries