

Job Description

Company: Anwar Group of Industries

Position: Executive – Customer Relationship Management

Employment Type: Full-time

Location: Dhaka, Bangladesh

Application Deadline: 15 August 2026

Job Context

Anwar Group of Industries is seeking a highly motivated and customer-oriented **Executive – Customer Relationship Management** to join its team.

The successful candidate will be responsible for managing and enhancing the company's relationships with customers by providing exceptional service and support. This role involves addressing customer inquiries, resolving concerns, and ensuring a positive customer experience throughout the customer journey.

Key Responsibilities

- Efficiently manage high volumes of inbound and outbound calls, ensuring prompt response to customer inquiries across all units.
 - Maintain accurate records of customer interactions, inquiries, complaints, and actions taken in the required systems.
 - Resolve customer complaints related to product sales and service issues in a timely and effective manner.
 - Collaborate with the sales team to assist customers in obtaining products and services.
 - Follow up on customer inquiries and ensure continued engagement for resolution.
 - Build and nurture long-term customer relationships by providing exceptional service and going the extra mile in engagement.
 - Maintain and update customer and stakeholder databases for all unit programs.
 - Occasionally prepare AGI customer databases manually.
 - Manage customer inquiries via Facebook and Messenger, ensuring professional and timely responses.
 - Oversee verification tasks and coordinate with internal teams.
 - Conduct surveys, create databases, and carry out fieldwork investigations as required.
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Skill Requirements

- Fluent in both English and Bengali, with strong verbal and written communication skills.

- Demonstrated ability to manage tasks efficiently with a proactive problem-solving approach.
 - Adherence to high standards of confidentiality in all aspects of work.
 - Expertise in MS Office Suite, Google Apps, and conducting efficient internet research.
 - Excellent phone etiquette with the ability to listen actively and provide thoughtful responses.
 - Strong ability to work cohesively within a team environment and contribute positively to team dynamics.
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Educational & Experience Requirements

- Bachelor's degree in Business Administration, Marketing, Communications, or any other discipline will be considered an advantage.
 - Minimum 1 year of relevant experience in a BPO/Customer Service environment.
 - Candidates with strong communication skills and customer-handling ability are encouraged to apply.
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Application Link:

https://docs.google.com/forms/d/e/1FAIpQLSdSKthkU21bg5j6aCpygTb5U6Wgw7hIFVB5MpE2GB_nx5C5XA/viewform

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Interested candidates who meet the requirements and are excited to build their career with one of the largest business conglomerates in Bangladesh are encouraged to apply.

Company Address:

Anwar Group of Industries
27 Dilkusha, Dhaka-1000, Bangladesh