

**Nestasia.in**  
**(Full-Time Opening for Batch 2017-2020)**

Nestasia.in has opening for Customer Communication Associate, Product Stylist and Content Writing Associate. Please read the detail description below for each role.

### **Customer Communications Associate**

**Job Description:** Nestasia is a home decor and tableware, e-commerce company. They are seeking a ‘Customer Communication Associate’ based in Kolkata for a full time role, to help them in being the bridge between the customers and the business. The key responsibilities include resolving all customer queries and providing recommendations to customers to get sales.

#### **Responsibilities**

1. To answer Whatsapp/Instagram chats of potential customers who reach out through the website
2. To reach out to customers through calls for abandoned carts and get conversions
3. To resolve customer queries, concerns and issues on Whatsapp chats, calls and social media
4. To place orders through the website software on behalf of customers
5. To speak to and assist customers about order confirmation, delivery tracking and delays
6. To build relationships with customers through active engagement, provide recommendations and be the spokesperson of the brand (develop in-depth knowledge of the website and products to carry out the above)
7. To gather customer validation through reviews (Facebook, Google, etc. )
8. To liaise with the delivery partners to ensure timely delivery and RTO prevention
9. To manage B2B order requests with potential customers
10. To meticulously track issues on google docs and strive to resolve them in stipulated time

#### **Requirements (essential)**

Bachelor’s degree, Excellent communication skills, Fluency in English and hindi (oral & written), Logical thinking, Self-motivated to work in a start-up environment

#### **Requirements (preferable)**

Google docs, excel, social media savvy, Fast typing speed , Interest in Home Decor and design

**CTC- 1.5lac-2.4lacs p.a. for Customer Communication Associate**

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### **Product Stylist**

#### **Job Description**

Nestasia is a home decor and tableware, e-commerce company. We are seeking to hire a female candidate for the role of a ‘Product Stylist’ based in Kolkata for a full time role, to help us in generating creative concepts and styling our products for the photoshoots.

#### **Responsibilities**

1. Generate ideas and concepts to be used in the product photoshoots (for the website and social platforms)
2. Create and maintain daily and weekly plans for photoshoots and uploads
3. Coordinate with the in-house product photographers and graphic designers and social media team to execute the concepts
4. Understand and execute campaigns to translate the marketing focus into a visual output
5. Stay on top of the latest commercial trends in design and marketing with a focus on social media trends

#### **Requirements (essential)**

Strong Conceptualization and Management Skills with creatively inclination towards conceptualizing and styling , Understanding of photography and lighting, Understanding of In Design, Photoshop, Illustrator or other visual design and ire-framing tools , Understanding and

usage of relevant props for product styling, Social media savvy with focus on Instagram, Facebook and Youtube, Team player with excellent communication

**Requirements (preferable)**

Prior experience with an e-commerce company or a large format retail setting, Prior experience as an art director or a product stylist , Proficient use of designing softwares and tools , Good graphic designing skills

**Skills**

Eye for visual composition and proportion, Exceptional eye for detail , Strong communication skills, Strategic partnership with ability to multitask

**CTC - 1.5lac-3lacs p.a. for Product Stylist**

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**Content Writing Associate**

**Job Description** Nestasia is a home decor and tableware, ecommerce company. We are seeking a ‘Content Writing Associate’ based in Kolkata for a full time role, to help us in creating blog contents as well as writing website content that is centred around the customer. The individual also needs to carry out end to end uploads of products on the website through bulk upload files.

**Responsibilities**

1. To write and check product descriptions for the website
2. To research and carry out blog content creation based on the products
3. To create upload files for bulk product uploads on the website
4. To research titles and keywords through Google keyword research tools
5. To coordinate with the graphics and media team to carry out bulk uploads on the website and add relevant tags to listings

**Requirements (essential)** • Bachelor’s degree • Excellent communication skills • Fluency in English (oral & written) • Self-motivated to work in a start-up environment

**Requirements (preferable)** • Two years of start-up experience • SEO knowledge • Social media marketing, content management • Interest in home decor and design

**Skills** • Creative Writing • Strategic Partnerships • English (Spoken and written) Communication

**CTC- 1.5lac-3lacs p.a., 1lac variable for Content Writing Associate**

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Interested students are requested to mail me your name, roll no mentioning the profile you are interested to apply at [jdbikolkata@gmail.com](mailto:jdbikolkata@gmail.com) 14<sup>th</sup> January 2021 (Thursday).

Thank you,

Mangala Tamang  
Placement Department  
J.D.Birla Institute  
(Dept of Management)  
Date:11<sup>th</sup> January 2021