



Company Overview

Zivame was founded in 2011 with the vision to facilitate women to shop uninhibitedly for intimate wear and to make lingerie shopping comfortable. Zivame is now the No. 1 online lingerie company in India with 30 + retail stores and presence in 800 + partner stores across India. Our Mission is to be the destination for every woman's intimate needs. We believe that every woman is unique, and we want to deliver a platform that allows her to browse, discover and shop what is right for her.

All the products at Zivame stem from the desire to design something that is a blend of quality and comfort. Zivame offers trendy lingerie, activewear, sleepwear, and shapewear in over 3000 + exclusive designs and 100 + sizes catering to women across all body types.

Team: Operations

Position: Executive - Logistics

Key Responsibilities:

The primary job roles and responsibilities of a logistics executive include:

1. A professional approach in calling customers and provide information about delivery of shipments.
2. Maintaining records of transactions and interactions.
3. Appropriate and timely follow-ups wherever required with customers & vendors.
4. Escalate unresolved queries to respective departments for accurate redressal.
5. Good knowledge on Excel.
6. Languages preference: Hindi & English is Mandatory.

Key Competencies and Skills Required:

Communication is key in this profile. It is absolutely important for the executive to have fluent English communication skills. Along with that behavioral traits like good interpersonal skills, ability to handle stress, good listening skills, and prompt thinking ability are some other essential features of this role. The major skills and competencies required for this role include:

- Excellent communication skills
- Good listening and problem solving skills
- Ability to take and handle stress and pressure
- Good interpersonal skills