



Rythmus Foundation

Job Description

Position Title:	CTM (Customer Service Team Member)
Key Responsibility:	• Welcome and greet customers in a warm, professional, and friendly manner. • Deliver an exceptional and memorable customer experience at every touch point—whether in person, over the phone, via email, or during field visits. • Provide accurate and relevant information regarding sponsorship packages, promotions, and services. • Maintain up-to-date knowledge of all foundation packages—past, present, and upcoming—to effectively address customer queries and promote offerings. • Communicate package features, benefits, and value propositions clearly to customers and sponsors. • Contribute to achieving daily, weekly, monthly, quarterly, and annual subscription and sales targets. • Actively support promotional activities, seminars, and events to enhance customer awareness and engagement. • Assist in setting up and maintaining merchandise displays as per guidelines. • Ensure careful handling of merchandise and adherence to loss-prevention practices. • Follow foundation policies and procedures for work attendance, log in/log out, and transaction handling. • Handle all transactions securely, accurately, and in compliance with foundation regulations. • Adhere to all administrative policies, procedures, and safety protocols. • Maintain professional appearance, behavior, and communication at all times with customers, sponsors, colleagues, and leadership. • Participate actively in team briefings, regular training sessions, and seminars to enhance skills and knowledge. • Be self-motivated and proactive in understanding all projects, packages, pricing, and plans, and apply learnings effectively.
Essential Skills	A highly motivated individual with experience in luxury and branded companies, marketing networks, and foundations. Brings a strong background in marketing, advertising, and prestige retail, with a proven track record in face-to-face customer engagement. Willing and able to travel across different areas and regions, equipped with essential fieldwork technology and adaptable language skills based on location. Passionate about sponsorship initiatives and committed to delivering value to sponsors, customers, partners, and the planet. Demonstrates strong communication, teamwork, and leadership potential, with a constant drive to learn new skills and think beyond limits.
Location	Remote
Qualification	Any Graduate
Experience Required	02 to 03 Years relevant experience.
Nature of Job	Full-Time / Part-Time / Contractual On-site / Hybrid / Remote