



**Mydala is hiring for Executive/ Senior Executive – Accounts (Client Relation)**

**Location-** New Delhi  
**Position Type-** Full Time  
**Education-** UG - Any Graduate -Any Specialization /PG - Any PG Course - Any Specialization  
**Work Experience-** 1 year - 4 years

Once a merchant has signed up with mydala, it is the Accounts team’s responsibility to ensure the merchant is fully equipped operationally. In short create success for the merchant and as a result, mydala.

**Roles and Responsibilities**

- Responsible for all post sign-up and retention activities with merchants
- Ensuring that merchants are fully equipped with the knowledge and infrastructure required to service customers
- Proactive retention of existing merchants and continuous activities promotions to ensure merchant retention
- Effectively communicating across departments to help maintain seamless operations on a day-to-day basis
- Troubleshooting all merchant and customer related issues

**Ideal Candidate**

- Graduates with 0-3 years of work experience
- Excellent communication, comprehension, and analytical skills
- Team-player attitude
- Calm and empathetic temperament for providing exceptional customer experience
- The role may require visits and training sessions at merchant locations across India

Share your resume at [jobs@mydala.com](mailto:jobs@mydala.com)