

Job Description: Customer Success Specialist

Who are we?

Have you ever faced an issue in finding the right hotel for yourself and family? Is it because of value for money, reliability, trust, or availability? No reason to struggle now and spend more than what your pocket allows. Say hello to FabHotels!

Established in 2014, With proprietary technology and deep operations expertise driving guest experience, we're building India's largest & most preferred chain of economy hotels.

Currently, with a network of 1000+ exclusive hotels across 65+ cities, we manage 20000+ rooms and deliver best-in-class hospitality at the most affordable prices. In 7 years since inception, we have become larger than many established traditional hotel chains and are on track to become the largest Indian hotel chain in the next 18-24 months.

Founding & leadership team at FabHotels comes from diverse backgrounds – strategy consulting, private equity, consumer tech companies, and ex-entrepreneurs. We are young, hungry, and relentless. Even Covid-19 could not dent our spirit and we're well on our way to gaining a larger market share and growing even faster with game-changing technology and new business lines.

We want to be front-runners in bringing tech disruption to the Indian hospitality market. Join us and witness the magic yourself.

What will you do in this role?

- Source new sales opportunities through inbound lead follow-up and outbound cold calls and emails
- Understand customer needs and requirements
- Route qualified opportunities to the appropriate sales executives for further development and closure
- Close sales and achieve quarterly quotas
- Maintain and expand your database of prospects within your assigned territory
- Team with channel partners to build pipeline and close deals
- Perform effective online demos to prospects

What do we need in our ideal candidate?

- Proven inside sales experience
 - Track record of over-achieving quota
 - Strong phone presence and experience dialing dozens of calls per day
 - Proficient with corporate productivity and web presentation tools
 - Experience working with Salesforce.com or similar CRM
 - Excellent verbal and written communications skills
 - 2- 4 years of experience in Sales
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- Driven by working hard, being challenged in a fast-paced environment, and having fun while doing so
 - Problem-solving attitude and first-principles approach
 - Can-do attitude and passion for self-learning in fast-paced environments
 - Result-oriented and self-motivated to quickly iterate to deliver desired outcomes
 - Ability to take end to end ownership

What do we offer to you?

- Competitive pay: Full-time salary at market rates
- Lucrative incentive structure
- The unparalleled platform for professional & personal growth
- Grounds-up opportunity: Build a large, valuable, fast-growing business that is a category changer
- Amazing network: You are not alone. We keep standards high for everyone who joins us. We also have access to an amazing list of advisors and investors that we actively engage with