



**BUREAU
VERITAS**

JOB DESCRIPTION FORM

Job Title: Executive – Customer Relations

Entity: Bureau Veritas India Pvt. Ltd

Location: Hyderabad

Reports to (job): Certification Manager of the Region

➤ **Purpose of Position**

- The job incumbent is responsible for Audit Scheduling and Contract Administration for all the schemes
- The position performs in line with the Bureau Veritas Quality Assurance System, including the BV Code of Ethics and the BV Group policy

➤ **Major Responsibilities**

- Audit Scheduling in coordination with the client keeping in mind the requirements of ISO 17021 & CER-MS.
- Scheme specific audit schedule management using tools such as Siebel and ACTIS.
- Contract Administration to ensure correct & updated information of clients in "SIEBEL".
- Monitoring Scheduling Performance through Management Information System Portal
- Client query handling

➤ **Skills & Qualities:**

- Good written & oral communication
 - Excellent co-ordination & follow up skills
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