



TAGHIVE

Accelerated by **SAMSUNG C-Lab**

Job Description - Customer Relationships Manager

Introduction:

About TagHive Inc.

TagHive Inc., incorporated on April 25, 2017, is a Samsung funded education technology company with headquarters in South Korea and an office in India. The company's offerings include clicker-based classroom response systems and AI-powered self-assessment solutions. The company offers its solutions under the "Class Saathi" brand in India and under the "Class Key" brand elsewhere.

TagHive has 22 registered patents and trademarks and 10 others are pending. The company's solutions are used in over 1300+ schools (adding 2-3 schools daily) and over 350,000 students have downloaded the Class Saathi self-assessment solution.

www.tag-hive.com

About Class Saathi

Class Saathi is a clicker based smart classroom solution that makes formative assessment easy and fast.

Class Saathi is a combination of a clicker device for each student and a mobile application for teachers, parents and the administrators. After teaching a concept in a class, the teacher can ask a few questions using Class Saathi to gauge the understanding level of each and every student. The administrators and the parents can also see the learning data on their respective apps. Class Saathi app has over 25,000 questions on Maths & Science for students of Class 6 to Class 10 and is based on CBSE curriculum. Over 7.6 million questions have been solved on Class Saathi as of January 2023.

Class Saathi is aligned with New Education Policy's objectives of micro-learning and continuous assessments. "Data First" approach ensures greater accountability at all levels. Class Saathi is affordable and does not require schools to upgrade their infrastructure ("no internet" and "no electricity" are no more the limiting factors in making classrooms smart).

Summary:

The Customer Relationships Manager will be responsible for engaging users of the Class Saathi platform by building and maintaining trusting relationships. They will play a key role in defining customer engagement strategies and streamlining processes for the end to end deployment lifecycle of Class Saathi across Governments and Private Schools.

Responsibilities:

- Build and maintain relationships with all users, through strategies and processes, as well as direct interaction
- Lead the design and implementation of customer engagement strategies and processes at scale
- Create and maintain documentation on deployment status, support status, issues and resolutions
- Design and implement mechanisms to collect qualitative and quantitative feedback from users
- Coordinate and support any outreach and/or communications

Requisite Skills and Experience:

- At least 2 years of experience working in relationship management, customer relations, customer support or similar roles
- Outstanding written and oral communication skills, proficiency in languages other than English and Hindi preferred
- An understanding of the education ecosystem, including the Government ecosystem, and a basic understanding of education policy preferred
- Experience with creating, implementing and following up on organization wide processes

Job Location: Remote

Average CTC: Up to INR 7 LPA

How to apply: Please fill out the: [TagHive Job Application Form](#)