



Lead, Customer Experience (Night Shift)

Deadline: July 15, 2026 | Type: Full Time | TIMING: Night Shift

Timing: 5 Days (Mon-Fri)

Night Shift

*Please proceed with applying only if the working hours suit you.

Male: Work Time: **6 PM to 3 AM**

Female: Work Time: **9 PM to 6 AM**

Work Days: Monday- Friday

Weekend: 2 Days (Saturday- Sunday)

Position Summary:

We are looking for a Lead Analyst who is passionate about impacting lives and empowering people through modern technology.

If you're ready to be part of a purpose-driven organization and contribute to something greater — apply now and help shape a better future.

Essential Duties & Responsibilities:

The essential functions include but are not limited to the following:

1. **Client Relationship Management:** Build and nurture strong relationships with clients, ensuring their needs are met and expectations are exceeded.
2. **First Contact Person:** Serve as the initial point of contact for clients, addressing inquiries, concerns, and requests promptly and professionally.
3. **Work Order Management:** Efficiently handle and manage work orders from initiation to completion, ensuring quality and timeliness.
4. **Vendor Management:** Collaborate with and manage vendors to ensure projects are executed according to specifications and within deadlines.
5. **Quality Assurance:** Maintain a high standard of work quality, ensuring that all property preservation work meets or exceeds industry standards.
6. **Project Coordination:** Coordinate all aspects of property preservation projects, including scheduling, materials procurement, and site inspections.
7. **Reporting:** Generate regular reports on project progress, key performance indicators, and client feedback.

8. **Compliance:** Ensure that all work complies with relevant industry regulations and standards.

Educational Requirements:

- BBA/ MBA or Bachelor's/ Master's degree in any related discipline from a reputed university
- CGPA: Minimum 3.00 or above
- Combined GPA in SSC & HSC is 9 and above

Experience Requirements:

At least **4 to 5 years** of full-time work experience in a reputed organization. Those with prior experience in property preservation will be given priority.

Qualifications:

The requirements listed below are representative of the knowledge, skills, and/or abilities necessary to perform these duties successfully.

- 3+ years of experience in Property Preservation or a related field.
- Strong interpersonal and communication skills.
- Excellent organizational and multitasking abilities.
- Proven ability to manage vendor relationships and project coordination.
- Detail-oriented with a commitment to delivering high-quality results.
- Proficiency in relevant software and tools.
- Knowledge of property preservation regulations is a plus.

Job Location:

On-Site Banani

Salary:

60,000 Taka

Benefits:

- Festival Bonus (Twice annually)
- Sales Incentive Quarterly/Half yearly
- Long Service Award

- Performance Review Periodically
- Structured Training & Development Program (Yearlong)

N.B. Applicants can be considered for other Open Positions based on the Needs of the Organization.

Application Link: <https://www.career.apexdmit.com/>