



Career Development Program at Recruit CRM

Company Overview:

Join our thriving team at Recruit CRM!

A fast-growing SaaS company headquartered in the US with Subsidiaries in Ireland, India & the UAE.

At Recruit CRM, we're on an exciting journey of growth and innovation. Our industry-leading SaaS ATS + CRM platform serves top recruitment agencies across 100+ countries. With a 4.9 rating on Capterra, we are the highest-rated recruitment software.

In the past two years, our team has grown 5x and is now a thriving group of 150 exceptional professionals working remotely from around the world. We're driven by a passion for building cutting-edge tools that empower recruiters to succeed, and we're looking for talented individuals to join us in shaping the future of recruitment technology.

Discover more about us at www.recruitcrm.io. Our employees love us too! Check out our reviews on [Glassdoor](#).

Why Join Us?

- Enjoy the benefits of a fully remote working culture.
- Flexible work timings.
- Transparent and open communication.
- Competitive pay.
- Unlimited growth opportunities across different functions like Solutions/Professional Services, and Account Management.
- Comprehensive benefits post the training period, including health insurance, paid leaves, Macbooks among many others.

Career path:

This is a career development program where Fresh graduates get to learn about the SaaS industry and learn to communicate with international clients in a professional environment. We nurture our interns to become professionals during their paid internships. During this role, you start with the basics of directly interacting with our clients through Chat and video calls. During this internship, you get to understand the right career path for yourself with the help of your mentors and leaders to set your path to grow across our various departments. Demonstrating stellar performance in your role can propel you to exciting career advancements within just 6 months of training completion and becoming a full-time employee. Here are some departments you could transition into:



- **Solutions/Professional Services:** Engage directly with our customers, understand their needs, Solve their problems with automation, Report dashboards and channel those insights to our product management team to continue enhancing our platform—a role tailored for those with an analytical mindset.
- **Account Management:** Dive deep into client onboarding, engage with industry leaders, and tailor customer accounts to precisely meet their business needs. If you possess exemplary people skills, this role beckons.

Key Responsibilities:

- Learn our platform Recruit CRM and understand the recruitment business.
- Handle client queries via chat, email and video calls to gain experience.
- Understand and convey customer needs to the team.
- Solve user challenges, providing solutions or workarounds.
- Uphold communication guidelines and procedures.
- Build and nurture client relationships.
- Continuously strive for exceptional service delivery.

Training:

- **Structured Onboarding:** Undergo a structured 6 months Internship and training program with mentorship during the last 6-8 months of college. Upon successful completion & college graduation, transition to a full-time role based on your performance and business needs.

No. of openings: 10

Who Should Apply?

- Fresh graduates/post-graduates of 2025/2024 in fields like B.Com, BA, BBA, M.Com, MA, MBA, or similar.
- English proficiency in both written and spoken communication is essential.
- Those with a basic understanding of the SaaS industry.
- Candidates with excellent communication, problem-solving, empathy, analytics, presentation, and documentation skills.

Compensation, Benefits and Work timing:

- **Training Stipend (6 months):** INR 12,000/month working 42.5 hours per week.
- **Post Training (Full-Time) Salary:** INR 500,000 p.a. Base Salary + INR 100,000 Performance Pay (quarterly).
- Extra allowance for people working in US shifts (between 20 - 50% of your base pay depending on the exact shift).
- Comprehensive benefits post the training period, including health insurance, paid leaves, and many more.



- After completing one year as an employee, you will become eligible for our ARR (Annual Recurring Revenue) Linked Performance Bonus Program. The bonus amount, as well as inclusion in the program, will be determined at the management's discretion and announced on the 1st January each year. This bonus can be up to 100 % of your base salary. Typically 40 % to 50 % of the team qualifies for this performance - based bonus annually, with bonuses ranging from 20 % to 100 % of the base salary.
- After the initial 6 month training period where you will be doing our main Europe shift, you will be moved to one of our 5 core work shifts once you become a full-time employee:
 - Europe - Noon - 10 pm Monday - Friday
 - Asia Pacific - 6 am - 4 pm Monday - Friday
 - Half North America - 4 pm - 2 am Monday - Friday
 - Full North America - 8 pm - 6 am Monday - Friday
 - Middle East - 10 am - 8 pm Sunday - Thursday(The availability of these shifts is based on requirement)

Selection Process: (All Virtual)

The selection process will be done through various rounds such as Online Test(MCQ), Assignments, and various virtual Interviews.

Location: Work remotely from anywhere in India.

Apply Now: <https://bit.ly/407ty4D>

Customer Success Values:

We believe as a fully remote company which is scaling at a rapid pace, organization values & institutionalizing these values are pivotal to its growth & sustenance.

Recruit CRM organizational values form an acronym CACTI -

Customer Obsession, Aggressiveness, Commitment, Transparency, Integrity. We make sure all our practices & processes are aligned to these values viz. Hiring, feedback, rewards, promotions, et al.

Customer Obsession:

Tirelessly run the extra mile, making the customer's perception your reality. Make the customer your priority and deliver a friendly, seamless customer experience in all interactions across all channels.

Aggression:



Earn customer loyalty through an aggressive commitment to their needs. Go above and beyond your capacities, and provide the best possible solutions/ resolution in the most delightful manner.

Commitment:

The goal is to set realistic customer expectations and then not to just meet them but to exceed them — in unexpected and helpful ways. It's a day-in, day-out, ongoing, never-ending, persevering activity.

Transparency:

Honest communication must be the foundation of all internal and customer interactions. From the customer's perspective, experiences are seamless when there is an expectation of consistency across all interactions, which can only be achieved by adhering to the truth.

Integrity:

If you want to be successful, never lie to yourself". Be honest to yourself, your team, and especially your customer.

For Queries:

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We pride ourselves on our young, energetic, and diverse team. With flexibility, a commitment to continuous learning, and an overarching objective to create wealth for our team members, Recruit CRM is the place to build a rewarding and fulfilling career.

We look forward to having you on our team!