

Job Specification Form

Unique Job Role (UJR):

Non-Voice based cc

Job Description

- Responsible for targeting large volume calls to understand and address customer queries
- Curation of the company's value proposition to prospective customer through remote channels (e.g., phone, email)
- Collaboration with internal stakeholders, when necessary, to address customer needs
- Familiarity with digital channels and standard computer tools

Skill & Competencies

- Good written communication skill
- Negotiation Skills
- Customer Service Orientation
- Analytical Skills
- Resilient

Educational Qualifications

Please mention minimum grade/percentage, if over and above organizational guidelines, as well as names of institutes, if applicable)

Graduate /Post-graduate

Years of Experience (minimum & maximum)

2-4 years

**What are the organizations that the candidate should have worked for?
(Indicate which criteria are mandatory)**

Experience in Telecom/Financial Services (Banking)/DTH/BPO

Compensation – 3.0 LPA To 5.5 LPA

Job Type & Location – Work From Office | Mumbai

Knowledge & Skills

Cross-function collaboration

Customer experience / Customer service

Fluency in languages (English & Hindi mandatory)