

Job Specification Form

Unique Job Role (UJR):

THD Executive role

Job Description

- The purpose of the role is to provide resolution for any technical issues faced by the homecare technicians (Home Connect or Home Assist) during their visit to the customer premises for FTTx installation and service
- Advisor shall be responsible for raising and resolving complaints for the customer frontend teams

Skill & Competencies

- Good Communication Skill
- Interpersonal Skills
- Technical Skills
- Ability to understand & explain problems & solutions

Educational Qualifications

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

B.E/ B.Tech in IT/ Bsc IT

Years of Experience (minimum & maximum)

Minimum 1 Year

Compensation – 2.5 LPA To 3.5 LPA

Job Type & Location – Work From Office | Mumbai

Knowledge & Skills

Cross-function collaboration

Customer experience / Customer service

Fluency in languages (English & Hindi mandatory)