

## Job Specification Form

<b>Unique Job Role (UJR):</b>	Voice based cc	
<b>Job Description</b>		
<ul style="list-style-type: none"> <li>• Responsible for targeting large volume calls to understand and address customer queries</li> <li>• Curation of the company's value proposition to prospective customer through remote channels (e.g., phone, email)</li> <li>• Collaboration with internal stakeholders, when necessary, to address customer needs</li> <li>• Familiarity with digital channels and standard computer tools</li> </ul>		
<b>Skill &amp; Competencies</b>		
<ul style="list-style-type: none"> <li>• Good oral communication skill</li> <li>• Negotiation Skills</li> <li>• Customer Service Orientation</li> <li>• Analytical Skills</li> <li>• Resilient</li> </ul>		
<b>Educational Qualifications</b> Please mention minimum grade/percentage, if over and above organizational guidelines, as well as names of institutes, if applicable)	Graduate /Post-graduate	
<b>Years of Experience (minimum &amp; maximum)</b>	2-4 years	
<b>What are the organizations that the candidate should have worked for?</b> <i>(Indicate which criteria are mandatory)</i>		
Experience in Telecom/Financial Services (Banking)/DTH/BPO		
<b>Compensation – 3.0 LPA To 5.5 LPA</b>		
<b>Job Type &amp; Location – Work From Office   Mumbai</b>		
<b>Knowledge &amp; Skills</b>		
Cross-function collaboration		
Customer experience / Customer service		
Fluency in languages (English & Hindi mandatory)		