

JOB DESCRIPTION

Designation:	Customer Service Associate
Department:	Operations
Location:	Mumbai/Bangalore/Hyderabad/Chennai
Report to	Team Leader, Operations.
Work Set-up:	Work from Office

WORK BRIEF:

This role responds to customer queries and provide resolution, support and assistance to the customers pertaining to various products and services provided by our client through a blend/either of voice, email, web chat or backend documentation responses by delivering excellent customer service. Their goal is to educate and assist customers to make it as easy and as desirable as possible to do business.

CORE RESPONSIBILITIES

- Deliver excellent customer service within shifts assigned including prompt resolution of customer related issues, complaints, enquiries or challenges.
- Should be abreast of all the key process related updates, SLAs, individual performance eventually contributing to team Performance.
- Grasp, Comprehend & clear the training period with relevant toll-gate scores
- Attend all team briefing/meetings/coaching on a timely basis.
- Be knowledgeable of regular process changes provided
- Seek guidance from Team leader/management and escalating when necessary or genuine needs arise.
- Maintain regular, reliable performance and attendance, including the daily schedule as assigned.
- Adhere to Company Code of Conduct & policies laid by the HR
- Handle inbound or outbound calls, chats, emails or data from customers (depending on process assigned)
- Connecting with customers, understand and empathize with their issues to provide the best suitable resolution at first contact where possible.
- On occasions, you may have to deliver what is seen as not-so-positive news, however make sure that a customer Understands the reasoning behind decisions that are made.
- Act as a team player and coordinate work respectfully with fellow members in co-ordination.
- Update relevant information accurately into the client's systems and give constructive feedback to enhance systems and improve overall customer experience.
- Demonstrate a "can do" & "open-to-feedback" attitude, to develop a great working culture to help us achieve the best results.
- Work towards targets set, manage own time and prioritize tasks to meet through expected work discipline as a professional.
- Work closely with team leader by implementing the coaching aspects discussed for self and career development

Value-Add Responsibilities:

- Participative in team bonding, offline activities as necessary
- Assist new team members in need and breed the team culture

Essential Knowledge:

- Basic knowledge of using MS office basic applications like Word, PowerPoint, Excel, Notes, etc.

Essential Skills:

- Willingness to work in rotating shifts (including night shifts).
- Communicate effectively, both orally and in writing.
- Flexibility to meet business requirements and fluctuating workload
- Organize, prioritize, and schedule work assignments.
- Hardworking and Smart working attitude with openness to feedback
- Have acceptable typing speed of at least 22 WPM/90% Accuracy

QUALIFICATION:

- Graduate (Fresher/BPO Experienced)
- BBA/BA/BBM/BBI/BMS/B.COM (Streams Only)

SALARY:

- Up to 3 LPA

