



Customer Service Executive – JD

Job description:

- Should be capable of handling calls (inbound & outbound) for long duration, on voice or video
- Should have genuine interest in addressing customers Queries, Requests and Complaints (QRC) and ensure to provide first time resolution
- Should be empathetic to customers QRC and have excellent probing and problem-solving skills to handle irate customers
- Should be open to working in a rotational shift
- Should dedicate for continuous learning of products, processes and market
- Should be a team player and willing to help new and fellow CSRs to come up the curve
- Discuss action plan to achieve assigned input and output targets
Should be able to work under pressure situation and achieve agreed targets
- Ability to exercise required independent judgement in dealing with situations, in adherence and accordance with the company protocols
- Preferences will be given to candidates with experience in Insurance process

Requirements:

- Should be a graduate preferably in BCOM/BMS/BMM/Graduate with Banking & Insurance or Accounting & Finance specialisation
- Minimum 1 year experience in BPO, preferably in customer support/ retention process in BFSI sector
- Strong verbal/written communication skills along with active listening
- Customer focus and adaptability to different personality types
- Ability to multi-task, set priorities and manage time effectively
- Working knowledge of Spreadsheets/excel/google sheets and similar digital ecosystems
- Comfortable with rotational shifts

Compensation

Annual CTC: 2.40- 2.60 Lakhs basis the interview evaluation

Employment Full-time

Location: Mulund

Note – The role does not involve Insurance Sales and the CSR will be designated to work in a customer retention process. Post completion of 6 months, the candidate is eligible to apply for an IJP as a Team Manager