|  |  |  |  |
| --- | --- | --- | --- |
| **Designation**: Voice Associate | | **Position Type**: Full-Time Fixed term | |
| **Department:** Operations - Call Center | | **Location: Vasai East, Mahape** | |
| Reporting Relationship | | | |
| Reports to: | Team Lead / Manager | Positions Supervised | NA |
| Internal Relation: | HR, Finance, Business, IT | External Relation: | NA |

**Job Summary:**

The Voice Associate is responsible for managing incoming and outgoing calls to provide exceptional customer service, resolve customer inquiries, and support various business needs. This role requires excellent communication skills, a strong customer-focused approach, and the ability to work effectively in a fast-paced environment.

**Key Responsibilities:**

* **Handle Inbound Calls:** Respond to customer inquiries, complaints, and requests through inbound phone calls. Provide accurate information and solutions in a timely and professional manner.
* **Make Outbound Calls:** Conduct outbound calls for follow-ups, customer feedback, surveys, or to provide additional information or services as required.
* **Customer Issue Resolution:** Identify customer needs, clarify information, research issues, and provide appropriate solutions. Escalate complex cases to higher-level support when necessary.
* **Document Interactions:** Accurately record details of customer interactions, including inquiries, complaints, comments, and actions taken in the customer relationship management (CRM) system.
* **Achieve Performance Metrics:** Meet or exceed key performance indicators (KPIs) such as call handling time, resolution time, customer satisfaction scores, and other relevant metrics.
* **Maintain Knowledge Base:** Stay updated with product or service information, policies, and procedures to provide accurate and up-to-date information to customers.
* **Follow Procedures:** Adhere to company policies and procedures during all interactions to ensure compliance and protect customer data and privacy.
* **Collaborate with Team:** Work effectively with team members and other departments to ensure a seamless customer experience.

**Qualifications:**

* **Education:** High school diploma or equivalent required; Associate’s or Bachelor’s degree preferred. DRA Certificate is Mandatory.
* **Experience:** Previous experience in customer service, call center, or a similar role is preferred.
* **Skills:**
  + Excellent verbal communication and listening skills.
  + Strong problem-solving abilities and attention to detail.
  + Ability to work under pressure and handle challenging situations.
  + Proficiency in using computer systems and CRM software.
  + Ability to multitask and manage time effectively.

**Additional Requirements:**

* A calm and patient demeanor, especially in high-stress situations.
* Strong ethical standards and respect for confidentiality.

**Benefits:**

* health insurance,
* bonus
* Incentives

Note- Only Female candidates are preferred.

**Walk-in:-  
Dates:** - 21-Aug-24, 22-Aug-24 @ Mahape Location  
 **Timing:** - 10:00 AM to 4:00 PM   
 **Address**: - 601, New Technocity Co-Op Soc Ltd.,

Plot No. X-4/5A, Above HDFC Bank, Next to

Country Inn by Radisson, Shil Phata Mahape Road,

Ghansoli, Navi Mumbai – 400710

Company Website- [www.flamingoinfinite.com](http://www.flamingoinfinite.com)