Blog Title: Cracking the BPO Industry, one Job at a time

Blog Introduction:

BPO or the Business Process Outsourcing is one of the most flourishing industries today. The industry is said to be India’s second-largest employment generator after agriculture and is further projected to grow manifold in the years to come. With the rise in Urbanization and a constant focus on Cost Cutting & Efficiency, BPO has become an integral part of almost all major organizations globally.

Blog Body:

Considering a job in BPO? Here are 5 jobs in the industry that you can consider!

1.Customer Service Agent

This is the entry-level position in any BPO and forms the voice of the company for its customers. The job requires good communication skill along with patience and persuasion power to deal with different kinds of customers. The Customer Service Agent is responsible for handling customer queries and complaints, providing information about products and services, upselling/cross-selling, etc.

2.Technical Support Representative

The Technical Support Representatives are required to have good technical knowledge and problem-solving skills to provide support to customers facing technical issues while using the company’s products or services. They need to be patient enough to listen to the customer’s issue carefully and resolve it promptly. In some cases, they might have to walk the customer through a complex process step by step over call or chat.

3.Back-office Support Specialist

A back-office specialist is responsible for all non-voice-based processes such as data entry, documentation, data mining, etc. They need to have good typing skills along with proficiency in MS Office & other software tools being used by the company. Back-office specialists also need to be detail oriented as their job might require them to handle confidential data which if not managed properly can lead to legal implications for the company as well as themselves.

4.Quality Analyst

Every organization today wants to deliver quality services to its customers and this role is critical in ensuring just that! A quality analyst needs to have a sharp eye for detail along with excellent communication skills (both written & verbal) as their job would require them to conduct quality checks on calls/chats/emails handled by customer service agents or technical support representatives on a regular basis, prepare quality reports & help devise new strategies for improving overall quality standards.

5.Training Manager

A training manager’s job is crucial for every BPO organization as it involves end-to-end management of training programs being conducted for new as well as existing employees across all departments (customer service, technical support, back-office operations, quality assurance, etc.). A training manager needs excellent people management skills along with sound knowledge of adult learning principles and training methodology. They should also be adept at creating engaging & interactive training content & conducting trainings efficiently.

Conclusion:

The Business Process Outsourcing industry provides ample opportunities for career growth & development owing to its vast scope. If you have good communication skills and are looking forward to starting your career in BPO then this blog post was meant for you! Do let us know which of these 5 jobs interest you the most!