

### Details of Qualification, Job Roles and Responsibilities

Name of post	Required Qualification and Experience	Desired Skills	Roles and Responsibilities
Call Centre Agents (CCA)	<ul style="list-style-type: none"> <li>➤ Graduate with proficiency in Hindi.</li> <li>➤ Understanding of English and other local dialects of Haryana.</li> <li>➤ Proficiency in knowledge of office suites, simple computer application and internet etc.</li> <li>➤ 3-6 months talking experience in call centre/ BPO operations</li> <li>➤ Age: Max. 35 years</li> </ul>	<ul style="list-style-type: none"> <li>➤ Soft spoken</li> <li>➤ Active listening and understands the situation of other person</li> <li>➤ Show empathy while conversing with person in distress.</li> <li>➤ Excellent oral and written communication skills</li> <li>➤ Strong interpersonal skills</li> </ul>	<ul style="list-style-type: none"> <li>➤ Answer all incoming calls</li> <li>➤ Collect primary information from the caller with regards to name, address, contact details and type of emergency</li> <li>➤ Should be able to take minimum 25 words per minute</li> <li>➤ Interact and understand the message effectively</li> <li>➤ Adhere to SLAs</li> <li>➤ Deliver quality service to callers</li> <li>➤ Strictly follow SOPs</li> <li>➤ Responsible for taking feedback from callers on a rating scale of 1 to 5.</li> <li>➤ Should make outbound calls to citizens in case of call drop, feedback or to seek any information etc. (Interactive caller)</li> <li>➤ Should respond to SMS, emails and other inputs channel. (Non- voice CO)</li> </ul>
Salary	Consolidated Rs.15,000/- per month		