# Advisor Voice (RCC) ( 79910510 )

Job Responsibilities :  
  
1. Manage all customer interactions as rostered within parameters2. Demonstrate ownership on calls when contacted by customer3. Respond to all customers in appropriate tone and language4. Offer a solution-based approach for all customer interactions5. Educate the customer at every given possible opportunity6. Ensure updation of product, system, process and policy knowledge7. Adhere to rostered timing, scheduled shifts and activities8. Capture customer details and data relevant to the call or service9. Resolve customer queries within agreed timelines10. Manage outbound campaigns as per business requirement11. Increase, develop and retain customer base through relationshipbuilding and service12. Follow all contact center policies, procedures, code of conduct andlegislative requirements

Education Requirement :  
  
10 + 2 / Graduation degree in any discipline

Experience Requirement :  
  
6 months - 2 years (Minimum 6 months experience in BPO is mandatory)

Skills & Competencies :  
  
1. Speak local language2. Basic computer knowledge3. Problem solving skills4. Customer focus5. Technical orientation6. Attention to detail7. Service mindset

Location Map : Kolkata 6 - New Town (Rajarhat)