

1. Dialer and Campaign Manager

Competencies	Key Parameters
Educational Qualification	Graduate/Postgraduate in any stream
Experience	Minimum 2-3 years' experience in Dialler operations and MIS
Key Skills	<ul style="list-style-type: none">• Excellent knowledge of MS office is must.• Carry out automation of reports and process improvement.• Should have knowledge of Macros and SQL.• Should have excellent knowledge of dialler Operations.• Excellent communication skills (verbal and written).• Should have good interpersonal skills.• Self-motivated and a self-starter.• Should have good presentation skills
Job Description	<ul style="list-style-type: none">• Responsible to manage all daily outbound and inbound dialler activities• Preparing MIS reports as per the allocation• To ensure Reports Accuracy• Reports Automation in excel as per the requirement• Analysis of dialler-output data to identify potential problems/issues• Create and update dialling campaigns, filter, list strategies and reports• Monitor and adjust (campaign pacing) performance of dialler systems• To resolve dialler related issues and providing real time support on the floor• Responsible for new user Dialler ID creation and modification of rights of existing users• Continuously innovate to improve the performance of the dialler