****Job Description

**Job Title:** Customer Support Executive Voice/Digital

**Department Project/Client: Technical Voice**

**Location:** *Mumbai*

**Responsible for:** Agents

**Reports to**: Team Lead Operations

**Contract:** *Permanent*

**Grade:** *1*

**Travel Requirements:** *NA*

****Job Description

Provide a professional and efficient Customer service. Utilize good customer service & technical skills for resolving technical/customer service queries for customers.

**Job Summary / Overview**

* **Resolve known customer issues through the use of a knowledgebase, direct use of product and tools, product user guides, and other reference materials**
* **Be responsible to deliver a high quality, customer-driven, support service resolving customer enquiries at the first point of contact wherever possible.**
* **Assist customer in resolving any open requests for support, assistance, information on upgrading etc.**
* **Demonstrate ownership and willingness to resolve issues in a timely manner. Demonstrates confidence and willingness to resolve customer requests or queries.**
* **Maintain and improve Customer Satisfaction by delivering against those initiatives that have been identified as crucially important during each and every customer support engagement, for voice**
* **Deliver First Incident Resolution by handling customer requests and resolving customer issues as often as possible during the first contact.**
* **Ability to assess customer sentiment at all stages during the communication, to take the lead in escalating an issue on behalf of the customer and to arrange for a supervisor to mediate in the interaction if deemed necessary by you or if requested by the customer.**
* **Manages all customer communication with the appropriate level of etiquette, timeliness and professionalism, whilst working towards achieving agreed operational targets**
* **Can interact effectively with the personnel, tools & resources in the Customer/technical Services team to help resolve customer issues (escalation points, knowledgebase tools, internal applications etc.)**
* **Completes all training and development activities in timely manner**

**Understanding of escalation handling procedures.**

**Key Responsibilities and Accountabilities** *(may perform other duties as requested not specifically addressed in this document)*

* Strong problem solving skills (methodology and use of tools)
* Accountability & Ownership

**Decisions Expected**

* Team work Orientation
* Adaptability

**Recommendations Expected**

**Decision Making Authority**

**Education and Specific Training**



**For Technical category:** Graduate degree in a technical field such as B-Tech, BSC-IT, BCA or other formal technical graduation.

**Main Job Requirements**



**Required Skills**

* **Communication –** Listen attentively and resolve customers issue effectively. Should be sensitive about customer’s information.
* **Customer Focus –** Build credibility with the customer by using empathy and should patiently resolve even irate customers issues. Should be courteous , energetic and engaging while dealing with customers
* **Learning Orientation –** To keep himself/herself updated about the latest happenings around and asks questions which impacts customers delight.
* **Problem Solving –** Ability to find an effective solution in a simple and clear manner. Should proactively keep the customers and stakeholders informed about the issue and take corrective actions accordingly

Prepared by: TAE Team

Approved by:

Revised by:

Date: 1 Jan 2024

Date:

Date:

* Service hours– 24\*7 Shifts.
* Qualification – B.Tech/MCA/BCA/BSC IT
* Experience –Fresher or Experience both can apply

**Work Experience**

**CTC – Rs. 4,08,000/- PA**