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Job Description

Process Specialist - Voice-00059081621

Description

Team Lead - CM

Qualification:

Graduate (exclusion:

BE/BTech/MCA) or High School graduate or above as may be applicable in the Geo

Responsibility:

Stakeholder/Business Management:

- They would be required to interact with customers (internal / external) to meet process deliverables.
- Creating medium/complex design concepts for presentations/print/web/Rich media for the client/customer.

Customer Relationship Management:

- Provide information, educate customer, troubleshoot, probe and fix issues.
- Follow up on Waiting/Open issues, feedback and coaching.
- Conduct Quality audits and review of teams' performance.

People/Team:

- Conduct Huddles and Team meetings.
- Contribute to and participate proactively in knowledge sharing sessions.
- Participate and contribute to organizational activities.
- Act as a buddy for New Hires.
- First level reporting.
- Conduct peer reviews.
- Conduct refresher training.
- Collate team performance data for reporting purposes as and when requested by Process and Team Lead.
- In the absence of the PL and TL, perform the following tasks when assigned:
 - i Handle escalation calls.
 - ii Manage service levels on a daytoday basis.
- Provide coaching and feedback for improvement.

Technical Skills

SN	Primary Skill	Proficiency Level *	Rqrd./Dsrd.
1	Speaking English	PL1	Required

Domain Skills

SN	Primary Skill	Proficiency Level *	Rqrd./Dsrd.
1	After Sales & Service (Tech)	NA	Desired

Appendix:

Leadership and Professional Development skills

SN	Primary Skill	Proficiency Level *
1	Client Focus	PL1
2	Written Communication	PL2
3	Innovation	PL1

* Proficiency Legends

Proficiency Level	Generic Reference
PL1	The associate has basic awareness and comprehension of the skill and is in the process of acquiring this skill through various channels.
PL2	The associate possesses working knowledge of the skill, and can actively and independently apply this skill in engagements and projects.
PL3	The associate has comprehensive, in-depth and specialized knowledge of the skill, She / he has extensively demonstrated successful application of the skill in engagements or projects.
PL4	The associate can function as a subject matter expert for this skill. The associate is capable of analyzing, evaluating and synthesizing solutions using the skill.

Job Application Development / Application Maintenance

Primary Location India Region-India-Telangana-Hyderabad

Organization BPO - India

Employee Status Full Time Employee

Schedule Full-time

Job Type Standard

Job Level Professional

Shift Day Job

Travel No

Posting Date Jun 3, 2024