

This is to inform that TATA BSS (A Premium BPO company) is going to conduct campus drive on **12th Jan** (*i.e Tuesday*) @ MREC.

Hence all interested students are directed to attend the drive at 9.00AM sharp without fail.

Eligibility : B.Tech all branches (all backlog students can make use of this opportunity)

Date of Joining : Immediate (i.e 18th Jan)

Find the enclosed JD for the same

Job Title: Customer Care Executive (Domestic)

Location: Begumpet/Kukatpally, Hyderabad

Job Purpose:-

To Answer queries/resolve problems of customers through Inbound calls and if required up sell/ cross sell.

Attend inbound

• & Out Bound calls sometime respond through email and chat of customers with regards to give or take information.

Ability to up sell/ cross sell

Ability to understand what makes the customer tick

Implement all feedback given by Supervisors.

Questions team leader or manager to obtain full understanding of what information is being requested.

Provide correct and quality information to customers on every call, promote good listening and English grammar skills.

Manage length of calls.

Key KPI to be delivered by the role:

Service levels and quality of resolution provided for service requests processed. Nil Repeat requests(Calls/SMS/Emails etc)

Functional competencies:

Proficiency in working on a computer. Basic MS office skills and ability to work on applications that are used to provide services. Having worked on

CRM applications is an advantage.

Good typing skills (Quality & Speed)

Good communication skills

Ability to handle telephonic conversations

Good spoken English & Hindi mandatory.

Good Listening skills & Good comprehension

Role based competencies:-

Customer Focus

Speed and quality of resolution

Good inter-personal skills. Manage relationships with external and internal customers.

Ability to perform under stress

Good problem solving skills

Continuous learning ability

Weekly Off - Rotational Shifts

Salary : As per industry

Carry updated resume and one passport size photo.

Interview Process:-

1. Group Discussion

2. HR Round

3. Operations Round