

Position/ Designation

Call Center Executive

Band/ Grade

Operational Level / M9

Job Responsibilities

- Answer inbound calls as well as assist customers who have specific inquiries
- Build customer's interest in the services and products offered by the company
- Provide personalized customer service of the highest level
- Update the existing databases with changes and the status of each customer/prospective customer
- Liaising with other departments for resolving customer queries/ complaints
- Outbound calling for various Non sales processes



Key Performance Indicators

Qualitative

- Effective closure of the call

Quantitative

- Managing the call duration within the targeted AHT
- Achieving the targeted Quality Score

Preferred Credentials

Work Experience

Freshers or Insurance / Banking / Finance / Call Center Experience preferable

Qualifications

Graduate / (12 + 3 = 15) years of formal education

Competencies

- Basic computer knowledge/ technological skills
- Good verbal and written communication skills
- Ability to comprehend, capture as well as interpret basic customer information
- Ability to manage difficult customer situations, to respond promptly to the needs of the customer, solicit feedback to improve service, respond to requests for service/ assistance
- Punctuality
- Dependability; to follow instructions as well as take responsibility for their actions and also keep commitments
- Analyze the various parts of a problem properly and develop logical solutions
- Quality management - look for means of improving as well as promoting quality
- Ability to make efficient use of resources
- High level of motivation
- Team Player
- Attention to detail
- A sound knowledge of telephone etiquette

Date: _____

Owner Department

HR Department