

Organization:	FIRSTSOURCE SOLUTIONS LTD.
Job Title:	Customer Service Associate
CTC:	2.30 - 3.50 LPA
Location:	Jamshedpur, Jharkhand
Departments Eligibility:	Operations
Course Eligibility	BBA/B.COM/BA
Student Gender Preference:	Male/Female

General Job Description

- Deliver excellent customer service within shifts assigned including prompt resolution of customer related issues, complaints, enquiries or challenges.
 - Should be abreast of all the key process related updates, SLAs, individual performance eventually contributing to team Performance.
 - Grasp, Comprehend & clear the training period with relevant toll-gate scores
 - Attend all team briefing/meetings/coaching on a timely basis.
 - Be knowledgeable of regular process changes provided
 - Seek guidance from Team leader/management and escalating when necessary or genuine needs arise.
 - Maintain regular, reliable performance and attendance, including the daily schedule as assigned.
 - Adhere to Company Code of Conduct & policies laid by the HR
 - Handle inbound or outbound calls, chats, emails or data from customers (depending on process assigned)
 - Connecting with customers, understand and empathize with their issues to provide the best suitable resolution at first contact where possible.
 - On occasions, you may have to deliver what is seen as not-so-positive news, however make sure that a customer understands the reasoning behind decisions that are made.
 - Act as a team player and coordinate work respectfully with fellow members in co-ordination.
 - Update relevant information accurately into the client's systems and give constructive feedback to enhance systems and improve overall customer experience.
 - Demonstrate a "can do" & "open-to-feedback" attitude, to develop a great working culture to help us achieve the best results.
 - Work towards targets set, manage own time and prioritize tasks to meet through expected work discipline as a professional.
 - Work closely with team leader by implementing the coaching aspects discussed for self and career development

Eligibility

Management/Commerce/Humanities

BBA/B.COM/BA

Fresher

The candidate must have good communication and interpersonal skills, Basic knowledge of using MS office basic applications like Word, PowerPoint, Excel, Notes, etc. Willingness to work in rotating shifts

Students from passing out year 2024 can only apply
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Job Reviewed by: Director, Training & Placement
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Job Approved by: Director, Training & Placement
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Job opportunity provided through: Training and Campus Placement Department

Date: 19/02/2024