

Organization:	FiveS Digital
Job Title:	BPO/ CCA
CTC:	1.8 LPA
Location:	Jamshedpur
Departments Eligibility:	All
Course Eligibility	All
Student Gender Preference:	ANY

General Job Description

- Handle inbound and outbound customer calls to provide information and resolve queries.
- Maintain customer records and update information in the company system.
- Provide product or service support and ensure customer satisfaction.
- Handle complaints and escalate issues to the concerned department when required.
- Follow company communication standards and achieve performance targets.

BENEFITS

- Fixed Take-Home Pay: A consolidated monthly salary
- Performance-Based Incentives: Attractive sales incentives are based on the achievement of targets and overall performance.
- Comprehensive Training Program: Includes mandatory onboarding and mock training sessions to ensure field preparedness and professional growth.
- Tech-Enabled Field Support: Executives will be provided with an iPad and eSIM to enhance productivity and facilitate seamless field operations.

Eligibility

All

Specialization : **All**

Fresher

Technical skills, attention to detail, problem-solving, and communication skills.

Meeting minimum age requirements, typically 18 years old.

Job Reviewed by: Director, Training & Placement

Job Approved by: Director, Training & Placement

Job opportunity provided through: Training and Campus Placement Department