Srinath University
अध्ययन • अनुशासन • अनुग्रहण

JOB DESCRIPTION

Organization:	**TTEC**
Job Title:	**Chat and Email Customer Service Representative**
CTC:	**3.48 Lakhs PA) + Employee Benefits + Attractive incentive schemes + Night Shift Allowance**
Location:	**Ahmedabad, Gujarat**
Departments Eligibility:	**Management & Commerce**
Course Eligibility	**BBA,BCOM,MBA,BCA & MCA**
Student Gender Preference:	**ALL**

General Job Description

- Respond promptly and professionally to customer inquiries via chat and email.
- Resolve customer complaints, concerns, and issues efficiently while maintaining customer satisfaction.
- Provide accurate information regarding products, services, policies, and procedures.
- Escalate complex customer issues to the appropriate department when necessary.
- Maintain detailed records of customer interactions and resolutions.
- Follow company guidelines, quality standards, and service level agreements (SLAs).
- Identify customer needs and recommend suitable solutions.
- Collaborate with internal teams to ensure timely issue resolution.
- Meet individual and team performance metrics, including response time and customer satisfaction targets.
- Continuously update knowledge of company products, services, and processes.

Preferred Skills

- Excellent written English communication and customer service skills.
- Strong problem-solving, analytical, and decision-making abilities.
- Customer-first approach with patience and professionalism.
- Ability to understand customer/seller concerns and provide effective solutions.
- Strong multitasking and time-management skills.
- Ability to handle multiple chat conversations simultaneously.
- Basic computer proficiency and good typing skills.
- Ability to explain policies and guidelines clearly.
- Willingness to work in a 24×7 rotational shift environment, including night shifts.
- Positive attitude, adaptability, teamwork, and willingness to learn.

Eligibility
Management & **Commerce**
SPECIALIZATION : **BBA,BCOM,MBA,BCA & MCA**
Fresher
Passing-out students from BBA, B.COM, MBA, BCA & MCA programs.

Job Reviewed by: Senior Director, Training & Placement
Job Approved by: Senior Director, Training & Placement
Job opportunity provided through: Training and Campus Placement Department

DATE:-01.05.2026