

JOB DESCRIPTION

Customer Care Executive - Teleperformance

Job Function :Customer Support **Experience :** Fresher/6 months experience preferred

Specialization: Operations **Level :** Executive

Industry : CRM/Call Centers/BPO/ITES **Location :** Mohali

Salary : As per industry norms. **PG & Above :** Graduate/ Undergraduate Candidates with 6 months of International BPO Experience / Post Graduate.

JOB DESCRIPTION:

- Handle queries of customers related to products, delivery, rates, etc.
- Should have the flare for delivering good customer service.
- Need to have the zeal and the knack to promote products and services over the phone.
- Has to have the ability to comprehend the customers well over the phone.
- Should know how to excel and exceed customer's expectations by going the extra mile.

KEY SKILLS:

A "Customer Support" must have

- Good command over written and spoken English
- Possess excellent listening skills
- Dedication towards the work
- Working knowledge of computers (basics of Excel, MS Word and PowerPoint)
- Flexible to work in any shift timings
- Good comprehension skills
- Analytical & Probing skills

DESIRED CANDIDATE PROFILE:

- Education Qualifications – HSC/Any Graduate.
 - Excellent command over English (Verbal & Written)
 - Good knowledge of computer (typing speed 25 words per minute, accuracy At least 80%)
 - Excellent inter personal skills
 - Open to work in Rotational shifts
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