



Job Description

Job Title CSE	Department Project/Client Xiomi	Effective Date 1 st August 2018	Location Mohali
Contract Permanent Employment	Grade Entry level	Salary 13K, 15K	Internal references Internal Resource
<u>JOB SUMMARY/ OVERVIEW</u>			
Attend inbound calls and provide Repair and Technical Support to Nokia customers. Handle their queries in a courteous and professional manner and deliver the highest level of customer service.			
Reports to : Manager Operations			
Responsible for : Handle queries and complaints of product related queries			
<u>KEY RESPONSIBILITIES AND ACCOUNTABILITIES</u>			
<ul style="list-style-type: none"> • Handle queries and complaints of customer queries related to products • Transaction handling Services, Problem Solving Efficiency • Numerical Ability, High level of accuracy • Energetic, friendly and approachable individuals that understand the impact of great customer service • Responsible to deliver high quality and productivity results that meet the identified targets • Strong ability to multitask and take fast decisions independently • Maintains composure and patience with customers 			
<u>MAIN JOB REQUIREMENTS</u>			
Pre- Requisites			
<ul style="list-style-type: none"> • Age- Min 18 years & Max 30 years • Graduate/Undergraduate • Open to work in shifts (12 X 7) environment • Agents with a mix of domestic & international experience would be preferred. • Technical/IT related education (Undergraduate, Diploma or Graduate) would be preferred. 			
Technical Skills			
<ul style="list-style-type: none"> • Able to use appropriate questioning/probing techniques to determine the exact nature of the contact and fully understand the customer request or issue. • Ability to follow documented procedure for the type of contact the customer needs using tools and procedures to help resolve issues (escalation points, knowledge base, internal applications). • Ability to use prototypes to simulate customer issues to comprehend errors and troubleshoot. • Adapting to customer level and talking in terms they will understand (avoid unnecessary technical jargon) To answer queries, speak to customers etc. 			
Soft Skills			
<ul style="list-style-type: none"> • Possess a professional and efficient Customer Service Attitude and strong pride in what they would do as TNS Customer Support Representatives • Show confidence in communicating and willingness to resolve customer's queries, requests or complaints. 			



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<ul style="list-style-type: none"> • Present calm attitude in agitated/irate customer scenario and follow escalation procedures as defined with compromising on core service objective of “Customer First”. • Language Proficiency-Spoken-Good Communication Skills in English and Hindi • Internet skills (ability to effectively search information, download files etc.) • Mobile phone usability (e.g. ability to use different features, download content and to personalize a phone) and interest towards mobile phones/services business. 	
REQUIRED COMPETENCIES (PROFICIENCY LEVELS 1 TO 5, WITH 1 LOWEST , 5 BEING HIGHEST)	LEVEL OF PROFICIENCY
Technical Competence Able to use computers and effectively navigate within various tools	3
<i>Core Competencies</i> <ul style="list-style-type: none"> • Strong problem solving skills (methodology and use of tools) • Personal motivation • Trustworthy judgement • Personal integrity • Team work orientation • Ability to be focused and organised 	3 3 3 5 4 3

Prepared by Manish Kumar

Date 8/1/2018

Approved by _____

Date _____

Revised by _____

Date _____
