

JOB DESCRIPTION

Customer Service Representative - Teleperformance

Job Function	:	Customer Service Representative	Experience	:	Fresher 11-13 /6 months experience preferred
Specialization	:	Operations	Level	:	Executive
Industry	:	CRM/Call Centers/BPO/ITES	Location	:	Indore
Salary	:	As per Industry norms	Education	:	H. Sc./Graduate

KEY SKILLS:

A “Customer Service Representative” must have

- Outstanding verbal, written and listening skills (Hindi/English)
- Understands details of several functions to provide quality service
- Basics of excel, MS Word and Power Point
- Carefully write/type messages to ensure professional tone
- Assist customers via email or chat

JOB DESCRIPTION:

- Handle queries and complaints of customers related to Uber services
- Transaction handling Services, Problem Solving Efficiency
- Numerical Ability, High level of accuracy
- Energetic, friendly and approachable individuals who that understand the importance of great customer service
- Responsible to deliver high quality and productivity results that meet the identified targets
- Ability handle tough situation with customer
- Strong ability to multitask and take fast decisions independently
- Maintains composure and patience with customers
- Correctly follow and implement different quality standards/definition documents

JOB SUMMARY:

This position requires the candidate to be pro-active, energetic, and high on ethics

DESIRED CANDIDATE PROFILE:

- Education qualifications – H. SC/Any Graduate
- Excellent articulation skills
- Good knowledge of computer (typing speed 25 words per minute, accuracy At least 85%)
- Excellent interpersonal skills
- Should not be below 18 years of age
- Open to work in rotational shifts, according to business needs
- Excellent comprehension skills