

Key Activities

01 Basic Information on Role			
Job Role / Title	Senior Associates	Incumbent Name	
Department	<ul style="list-style-type: none"> Branch Support Customer Support Collection calling 	Location	HO
Grade / Level			
	Functionally	Administratively	
Reports to	Manager		

- Good in Communication, Ability to take calls.
- Good in English and Hindi and Other regional Language.
- Calls related to Customer Queries, complaints etc..
- Handling customers calls and call back for complaint calls.
- Responsible for attending calls & have to co-ordinate with the customers/concern departments in regard.
- Responsible for conducting briefing about any changes / new updates or process change from time to time
- Good Communication skills for Handling Escalation Emails & Calls

- Require Good oral and written communication.
Client Management.

- Ability to effectively deal with and manage stressful situation