



Vindhya e-Infomedia Pvt Ltd

Voice Agent | Job Description

Role: Customer Support Executive

Job Responsibilities:

- ✓ Taking Calls
- ✓ Answer calls within specified protocols Document Customer issues
- ✓ Ensuring Call quality parameters are adhered to
- ✓ Raise customer issues on calls / escalate to floor supervisors
- ✓ Maintain high level of quality and service on calls
- ✓ Maintain Log in hours and ensure break times are within limit
- ✓ Maintain attendance and plan for any leaves required

Industry Preference: BPO / ITES

Competencies:

- ✓ Strong understanding and reasoning skill
- ✓ Very good communication skill as per requirement (English is a must)
- ✓ Basic Computer skill
- ✓ Basic understanding on Customer service

Experience:

- ✓ Minimum 3-6 months of call taking Experience is preferable

Language: Bengali, Odia, Assamee, Punjabi, Gujarati & Marathi

Salary: 15K CTC +Incentives

Education :12th Pass / Graduation
