

Position	Contact Center – Agent (UK Process)
Job Description	We are looking for a Call Center agent that will be the liaison between our company and its current/potential customers. The successful candidate will be able to accept ownership for effectively solving customer issues, complaints and inquiries; keeping customer satisfaction at the core of every decision and behavior.
Role & Responsibilities	<p><u>Roles and Responsibilities</u></p> <ul style="list-style-type: none"> • Manage inbound and/or outbound calls in timely manner • Follow various communication scripts when handling different topics • Identify customer needs, answer questions and solve problems • Handle customer engagement to build sustainable relationship by taking the extra mile • Own and drive the daily update to ensure knowledge level is continuously updated • Ensure adherence to quality norms as per agreed specification, also internal policies, procedures, and compliance regulations are being followed • Ready to work in 24*7 shift
Job specific skills	<p>Applicants should possess the following attributes:</p> <p><u>Work Experience</u></p> <ul style="list-style-type: none"> • Freshers & 6 months of experience working in Banking domain preferred <p><u>Technical Skills</u></p> <ul style="list-style-type: none"> • Proficient in English and Hindi language (Mandatory to cater to international clients) • Understanding of Industry Contact Centre Technology <p><u>Behavioral Skills</u></p> <ul style="list-style-type: none"> • Excellent verbal, written Communication skills • Eye For Detail - Ability to identify potential failure modes • Analytical and Problem solving ability • Good interpersonal skills
Educational Qualification	Graduation from a recognized educational institution in India / Overseas
CTC offered	Compensation will not be a limiting factor for the right candidate(s) and will be discussed on case to case basis
Location of posting	GIFT City, Gandhinagar.