

Position	Subject Mater Expertise - Contact Center Operations - Gift City, Gandhinagar
Job Description	<p>Operations - Contact center The person will need to provide support and implementation of practices for the contact center covering:</p> <ul style="list-style-type: none"> • Support Contact Centre Operation • Support Service excellence initiatives • Support enhancement of processes and technology solution <p>Being one of the most critical delivery channels across products, the role holder should support implementation of solutions that bring about change in the usage and customer behavior pattern and deliver Client Excellence.</p>
Role & Responsibilities	<p><u>Roles and Responsibilities</u></p> <ul style="list-style-type: none"> • Support operation team for delivery of customer service from contact center • Support process migrations to contact center • Monitor and drive contact center indicators • Ensuring adherence to process, incident management process • Monitoring/auditing of calls, preparing and providing adequate feedback to ensure process compliance and call quality • Ensure adherence to quality norms as per agreed specification, also internal policies, procedures, and compliance regulations are being followed • Own and drive the daily update for knowledge level of team is continuously updated to ensure staff quality through trainings and certifications. • Support testing and implementation of various changes on IVR, CRM, chat boat, auto email reply etc. • Support, implementation and testing of MIS generating tools for delivering required SLA reports as per defined parameters for calculation of monthly SLA, KPI, penalties, ease parameters • Ensure deployment of trained & skilled agents. And monitoring their performance. • Improve outbound call quality- sales generation, outbound campaigns, support, floor support for query handling, script validation • Closure of all open observations resulting from various audits (IS, Concurrent/ PCIDSS etc.) within timelines.
Job specific skills	<p>Applicants should possess the following attributes:</p> <p><u>Work Experience</u></p> <ul style="list-style-type: none"> • 2-3 years' experience in working in Call Centers • Experience in working in Banking domain • Experience in process improvement. <p><u>Technical Skills</u></p> <p>Understanding of Industry Contact Centre Technology</p> <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 Professional qualifications in the areas of process improvement, Six Sigma, and COPC will be an advantage.
Minimum Experience	Minimum of 4 Years of experience, of which at least 2 years of hands-on Contact Centre operations and Technology