Dear All,

We are inducting fresh Intermediate, diploma, and Degree graduate students with good knowledge of English and Hindi speaking, comprehending & writing along with Typing skills at an entry level process and absorb them in the permanent cadre of the company on completion of the training depending upon availability of vacancy.

We intend to visit your campus to conduct interview of your completed Intermediate, Diploma and Graduated students.

We will conduct a selection process for the students/ Candidate, the students/ Candidate qualifying our skill criteria will be given a conditional offer letter and 15 days of training will be provided. In this training period candidate will not be provided any salary as this is certification. Agent needs to pass the certification and he / she will be absorbed in the company from 16th day on rolls. If failed, we will ask him/ her to leave as our client would not entertains test failures.

Job Location: Vanasthalipuram & Rasool Pura (Hyderabad).

Address: Head Office: **PLOT NO: 46 6-2-596/13, 2ND FLOOR, VANASTHALIPURAM, NEAR GANESH TEMPLE, HYDERABAD, TELANGANA-500070**

               Branch Office: **H.No.1-20-268, Sy.No.72, Flat No.204, Kaizen Mirza White House , Begumpet, Gun Bazar, Rasoolpura, Secunderabad, Telangana 500003, India**

Remuneration: CTC: **Gross Rs.163200/- per annum T & C apply.**

|  |  |  |
| --- | --- | --- |
| Shifts: Rotational shifts from Window 7:30am to 12:30 pm |  |   |

 Languages Known: English, Hindi & Telugu Fluency Mandate

**Job purpose**

* The job purpose is for both **Inbound** Processes
* This is a non-sales process how ever need high quality communication skills.

**Duties and responsibilities**

* Reporting on time Daily
* Surfing the websites and choosing the best data possible (Taught in Training)
* Reporting to Team Leader Operations
* Taking feedback from quality analyst and implementing the same on calls.
* Adhering to HR policies strictly
* Ensuring maintain decorum on floor and with peers.
* Strictly maintaining the discipline with specially ladies’ employees and restricting your relationship.
* Training period of 15 days & first three months of joining not allowed to take single day leave except high emergency.

**Qualifications**

Minimum qualifications required to successfully perform the job. These are the qualifications that are necessary for someone to be considered for the position.

* Any degree
* Inter pass Must.
* Basic computer knowledge & skill required.
* MS office
* Typing 20 wpm speed and accuracy.
* Fresher or experienced both can apply.
* Domestic call center exp is added advantage.
* Age below 30 years; Male / Female can apply.

**Languages & Fluency**

* English, Hindi & Telugu languages are must.

**Working conditions**

* IT environment, so data to be maintained with high security, rest it’s a Domestic call center so main aim to reach the customer and explain and educate our product/convince.
* It’s a complete Desk job and involved with computer knowledge which is must.
* Non sales job

**Physical requirements**

Should be physically and mentally fit and fine & no criminal records any such.

**Direct reports**

List by job title any positions to be supervised by the incumbent.

Desired Knowledge, skills, and abilities:

* Possess basic call center operations knowledge.
* Able to communicate fluently in the vernacular language.
* Reasonably good at typing
* Active listening skills
* Passion to learn.
* Persuasive skills
* Ability to comprehend the customer requirement well.

Position: Full time.