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| <b>Position</b>                    | <b>Contact Center Operations - Agent</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Job Description</b>             | 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.                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Role &amp; Responsibilities</b> | <b><u>Roles and Responsibilities</u></b> <ul style="list-style-type: none"> <li>• Manage inbound and/or outbound calls in timely manner</li> <li>• Follow various communication scripts when handling different topics</li> <li>• Identify customer needs, answer questions and solve problems</li> <li>• Handle customer engagement to build sustainable relationship by taking the extra mile</li> <li>• Own and drive the daily update to ensure knowledge level is continuously updated</li> <li>• Ensure adherence to quality norms as per agreed specification, also internal policies, procedures, and compliance regulations are being followed</li> <li>• Ready to work in 24*7 shift</li> </ul> |
| <b>Job specific skills</b>         | <p>Applicants should possess the following attributes:</p> <b><u>Work Experience</u></b> <ul style="list-style-type: none"> <li>• Freshers</li> </ul> <b><u>Technical Skills</u></b> <ul style="list-style-type: none"> <li>• Proficient in English and Hindi language (Mandatory to cater to international clients)</li> <li>• Understanding of Industry Contact Centre Technology</li> </ul> <b><u>Behavioral Skills</u></b> <ul style="list-style-type: none"> <li>• Excellent verbal, written Communication skills</li> <li>• Eye For Detail - Ability to identify potential failure modes</li> <li>• Analytical and Problem solving ability</li> <li>• Good interpersonal skills</li> </ul>          |
| <b>Educational Qualification</b>   | HSC/ Graduate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Minimum Experience</b>          | Fresher                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Stipend offered</b>             | 13500/-                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Location of posting</b>         | Giftcity, Gandhinagar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Email to be sent to</b>         | recruitment@bgss.in                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Website</b>                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Contact Person</b>              | Y V Supraja                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Contact Number</b>              | 07961800351                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

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| <b>Last Date for application</b> |  |
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