

## Customer Experience Associates Pune

### Description

We are customer engagement specialists who “connect-the-dots” between best-of-breed technology and daily execution of omni-channel programs with the best available people and processes to solve urgent business problems.

#### Duties and Responsibilities

- Professionally handle incoming customers' inquiries (via phone, chat & email).
- Performs 50% voice and 50% non voice tasks.
- Thoroughly and efficiently gather required customer information
- Research remittance information and updated status of the transaction.
- Review documents shared by customers to match with Internal information.
- Work closely with Partners and other stakeholders to ensure delivery of remittance submitted.
- Meet and exceed company and individual performance metrics.
- Be a reliable and agile resource for customer service.

### Responsibilities

Experience and Education:

- Preferably with 1 year customer experience in a financial technology account.
- Customer service experience or call center experience in remittance companies and delivery service business industries is also a plus.
- Multi channel and omni channel experience is also an advantage (voice and non voice experience).
- Completed 3 year Bachelor's College Degree.

### Qualifications

#### Soft Skills

- Good oral and written business English communication skills with emphasis on comprehension, fluency and sentence construction.
  - Excellent multi tasking ability and research skills.
  - Good customer service orientation.
  - Ability to set expectations, deliver and mediate information in a positive way.
  - Good attention to details and meticulous attitude.
  - Good time management skills.
  - Critical thinking and decision-processing skills.
- Ability to work in a routinary environment, strong self-discipline, work ethic and resilience.
- Must be willing to work onsite (Kharadi Knowledge Park, MIDC Pune India)
  - Must be willing to work in a shifting schedule including weekends and holidays.

#### Technical Skills

- Typing speed of at least 35 WPM.
- Effective business writing skills.
- Experience in using multiple web tools is a must.
- Good internet and computer navigation skills.

### Contacts

talenttide@gmail.com or 8247808400

### Hiring organization

Talent Tide

### Employment Type

Full-time

### Beginning of employment

20-10-2022

### Duration of employment

permanent

### Industry

ITES

### Job Location

Pune, Maharashtra, India

### Base Salary

Ind 35000

### Date posted

October 6, 2022