Customer Experience Associates Pune

Hiring organization
Talent Tide

Employment Type
Full-time

Beginning of employment
20-10-2022

Duration of employment
permanent

Industry
ITES

Job Location
Pune, Maharashta, India

Base Salary
Ind 35000

Date posted
October 6, 2022

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

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