

Job Description

Job Title: Executive / Sr. Executive

Department Project/Client: Voice/Chat

Contract: On Rolls

Location:

Hyderabad/Bangalore/Chennai/Indore/Gurugram/ Kolkata/
Mohali/Mumbai/Jaipur

Grade: I (Voice)

Travel Requirements: Not required



Job Summary / Overview

Manage calls/chats from customers regarding orders, inquiries, complaints, trouble shoot customer service problems and provide general information. Adhere to the Service Level Agreement (SLAs) specified by the Client / Process for AHT, Quality, Productivity, Schedule Adherence, Attendance & Sales (if required in the process)



Key Responsibilities and Accountabilities (may perform other duties as requested not specifically addressed in this document)

FUNCTIONAL/ OPERATIONAL:

- Complete the logs specified by the process.
- Ensure adherence to time schedules.
- Be available for all briefings and updates.
- Be aware of and comply with any client / process / product updates.
- Share the day's performance with the TL and colleagues
- Refer to central information database to handle queries.
- Go through the database regularly to check of any updates.
- Address any problems/ grievances with the TL/ TC/ TM that may have a bearing on productivity or efficiency.
- Maintain high customer satisfaction rating as per the feedback taken by various agencies/ authorities.
- Take steps to improve on performance based on coaching.

General Security Responsibilities:

- Adhering to Information Security Policies and Procedures of Teleperformance
- Ensuring compliance to Information Security Policies and Procedures

Specific Security Responsibilities:

- Understand and Comply with Information Security Policies and Procedures and report all security incidents.
- Ensure the audit non-compliances are fixed within the stipulated timelines.
- Protect information entrusted to you.
- Follow the information labeling and handling procedures based on the classification level of the asset.
- Follow the Clear Screen and Clear Desk Policy.
- Adhere to the Internet Code of Conduct, email usage policy and customer information and data security policy.
- Comply with the Non-Disclosure Agreement.

TEAM RELATED:

- Assist other team members who are new to the process.
- Check for updates with the Team Leader and share the same with team members.

OCCASSIONAL RESPONSIBILITIES:

- Mentor the team members by floor walking.
- Provide inputs through forums to improve work procedures that can enhance overall team performance.
- Prepare reports like daily productivity, leave report, etc.
- Adherence to norms specified by COPC certification and ISO 27001 specifications (as applicable to the process).
- Be a part of fun committee to organize events / skip activities for the team.

Decision Making Authority**Decisions Expected**

- Adhering to the Key Responsibilities and Accountabilities

Recommendations Expected

- Improvements on client tools, processes, and customer experience

**Main Job Requirements****Education and Specific Training**

- Graduate in any discipline
- Undergraduate (10+2) with 06 months of continuous work experience.

Work Experience

- Minimum 06 months for Under graduates from any Industry

Special Certifications

- *None*



Required Skills

Technical Skills

- Listening Skills
- Comprehension of correct message understand inferred meaning understanding of native idioms & colloquizes Listening with/without distractions Recall
- Accent Comprehension
- Understanding different accents
- Reading Comprehension
- Ability to understand written matter accuracy & inferred meaning
- Basic Computer skills
- Ability to operate a computer Basic usage of - parts/instruction
- Written English
- Word Order, Sentence Construction, Grammar, Syntactical Error
- Typing Skill
- Accuracy and Speed of typing

Trainable Skills

- System Navigation
- Learn to understand & navigate systems/applications
- Paraphrasing
- Ability to rephrase what the customer says
- Process Knowledge
- Knowledge of product
- Probing Skills
- Ability to ask appropriate questions to be able understand and/or resolve problem statement
- Phone Usage
- Usage of different phones (based on process/business requirement)
- Rapport Building
- Ability to communicate comfortably with the customer
- Telephone Etiquette
- To speak appropriately using knowledge of Call Script, Process & Soft Skills
- Usage of systems
- Knowledge of various systems required for the process

Competencies and Specific Skills

- Oral Competency
- Range, Accuracy, Fluency, Interaction, Pronunciation.
- Attention to Detail
- Ability to be alert & focused
- Empathy
- To understand where/in which scenario to empathize with the customer



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