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Aditya Birla Group Careers – Private Job – Job Alert For Call Center Representative Posts

Hiring organization
Aditya Birla Group

Job Location

India

Remote work from: IN; US; AU; NZ; HK; JP; KZ; MY; SG; TW; TH; UZ; VN; AT; BY; BE; DK; FR; DE; GR; NL; RU; ES; CH; UK; GB; DZ; KW; MA; QA; SA; MX; AE; CA; GT; DO

Date posted

September 17, 2024

Valid through

31.12.2024

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Base Salary

USD 14 - USD 24

Qualifications

12th Pass, Graduate, Post Graduate

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Employment Type

Full-time

Description

Job Title: Call Center Representative

Job Summary:

We are seeking a highly motivated and customer-focused Call Center Representative to join our team at Aditya Birla Group. As a Call Center Representative, you will be responsible for handling inbound and outbound customer calls, resolving customer queries, and providing exceptional customer service.

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Key Responsibilities:

- Handle inbound and outbound customer calls in a fast-paced call center environment
- Respond to customer inquiries and resolve issues in a timely and professional manner
- Provide accurate and timely information to customers regarding products and services
- Meet and exceed customer satisfaction and sales targets
- Identify and escalate complex customer issues to senior representatives or supervisors

- **Maintain accurate records of customer interactions using our CRM system**
- **Participate in training and coaching sessions to improve customer service skills and product knowledge**

Requirements:

- **High school diploma or equivalent required; bachelor's degree preferred**
- **1-2 years of experience in a call center environment**
- **Excellent communication and customer service skills**
- **Ability to work in a fast-paced environment and adapt to changing priorities**
- **Strong problem-solving and analytical skills**
- **Basic computer skills and familiarity with CRM systems**
- **Ability to work varying shifts, including evenings and weekends**

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What We Offer:

- **Competitive salary and benefits package**
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- **Recognition and rewards for outstanding performance**
- **Collaborative and dynamic work environment**

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