

JOB DESCRIPTION

Role	Digital Interaction Executive
Level/Grade	L1G1
Location	Bangalore
Reports To	Team Lead
Process	TBD

Statement of Purpose

1. Provide service to customers using voice/digital platforms
2. Upselling

Summary of essential job functions

1. Service the Customers
2. Escalate the queries to Floor walkers and Team Leads
3. To upsell the products and services

Job Responsibilities

Digital Interaction Executive is a front line representative for our customers.

Takes care of the customers so their experience with the company, is a positive one.

Addresses customer enquiries and questions over chat in a professional manner.

Researches and investigates, wherever necessary, to gather information to respond to customer questions.

Upsells items whenever necessary.

Escalates/transfers customer chats to other departments according to the need.

Uses chat platform, navigates different tabs/applications and handles multiple customers at same time.

Educational Qualification and Work Experience

Educational Qualification	12th/Graduates (any discipline, Backlogs can also apply)
Work Experience	Able to work in shifts and accommodate to rotational weekly offs (Not always a weekend)

Hiring Competency

Technical Competency	Ideal Hiring Competency
Typing Skills	25 WPM with 90% accuracy
Writing Skills	Passage writing with minimum grammatical errors
Communication Skills	Can comprehend and speak English fluently without any hesitation
Knowledge of Computers	Knowledge on browsing internet preferable

Behavioral Competency	Ideal Hiring Competency
Adaptability	Flexible to work in rotational shifts with no issues in changing weekly offs, roles or accounts
Continuous Learning	Focus on Strengths and reduce weaknesses that enhance personal and organizational performance
Open Communication	Listen to others and communicate in an effective manner that fosters open communication
Organizational and Environmental Awareness	Understand company workings, structure and culture
Analytical Thinking	Interpreting, linking and analyzing information in order to understand issues

Organizational Competency	Personifier - To be an embodiment or perfect example
Respect	Personifier
Transparency	Personifier
Ownership	Personifier
Results	Personifier
Team Work	Personifier

CTC

INR 1.86 LPA to 2.88 LPA plus other benefits (two way free transport, PF, Gratuity, Medical Insurance)