|  |  |
| --- | --- |
| **Role** | Digital Interactive Advisor |
| **Department** | Operations |
| **Work Location** | Bangalore (Karnataka) |

**Job Title:**

**Digital Interactive Advisor/Executive – Operations (Voice, Semi – Voice & Non Voice)**

**Job Description**:

* Interact with customers over phone or chat to provide information in response to inquiries, concerns, and requests about products and services
* Follow standard processes and procedures. Redirect problems to appropriate team (if required)
* Upsell / Cross-sell products and services (only for sales program)

**Educational Background:**

* 12th / ITI (2 Years) / Diploma (3 Years) / Graduation
* **BE / B-Tech 2020 Graduates with aggregate marks below 75%**

**Age Group:**

* Age group - 18 to 35 years

**Mandatory Documents (at the time of joining):**

* Higher Secondary (10th), Senior Secondary (12th), Graduation, Post Graduation Degree Certificate originals
* Experience Letter (If applicable)
* Aadhaar Card
* PAN Card
* Current Address Proof

**Competency Requirements:**

* Excellent English language skills oral & written, demonstrates proficiency in grammar
* Candidates will need to clear for Voice Assessment for Voice Process
* FurstPerson (Online Assessment) for Non Voice process
* Typing Speed - 25 WPM with 85% accuracy
* Excellent Customer Service skills
* Previous experience in international, inbound chat operations desirable but not mandatory
* Good Computer skills, with working knowledge of internet Solutions oriented with good problem solving skills
* Good comprehension skills
* Ability to perform in pressure situation
* Willing to work in rotational shifts / days
* Eye for detail

**Cost to the Company (CTC):**

* INR 2,47,000 per annum (fresher) to INR 3,57,000 lac per annum (experience) plus other benefits ie; two-way free transport, PF, Gratuity, Family Medical Insurance, Life Insurance etc.
* Selected candidates will have an earning potential of approx. INR 13,000 to INR 18,000.

**Technology Requirement:**

Smart phone is for registration process.  If phones are not allowed, then laptops or desktop with web camera is a must as their picture has to be captured during registration process.

**IT / Lab requirements (Mandatory):**

1. VGA cable to connect from laptop to projector, speakers and mics.
2. Computers in lab required 50 (depending on the footfall), with Windows Operating System and Google Chrome Installed
3. Should have **sound card** installed, Adobe Flash Player 10, Skype
4. **High speed internet connectivity (100Mbps)** **(must requirement)**
5. **Headphones (Students can also carry their own earphones)**

**Selection / Recruitment Process:**

1. Assembly in Seminar Hall
2. 24/7 Corporate Presentation / Video
3. Initial Screening Round
4. Online Assessments (1:30 Hrs)
5. Final HR Round
6. Operations Round (Wherever applicable)
7. Issuance of Letter of Intent (LOI)

**Time for the entire process:** 6 - 7 hours

**The entire recruitment process is completed same day (basis number of applicants) and the Letter of Intent (LOI) is issued to selected candidates.**

**Candidates Must Carry:**

1. 2 Copies of updated resumes
2. Smart Phone
3. Ear Phone