



Placement Notice - First Source Solutions

All **M.Com, Third Year and Second year students** are hereby informed that “**First Source Solutions**”, has come up with an opportunity for all, for following positions:

1. Customer Service Associate (Voice - Inbound)

2. Customer Service Associate (Chat - Inbound)

Firstsource is a leading provider of customized Business Process Management (BPM) services. We are trusted custodians and long-term partners to 100+ leading brands with a presence in the US, the UK, India, and Philippines. Our ‘rightshore’ delivery model offers solutions covering complete customer lifecycle across Healthcare, Telecommunications & Media and Banking, Financial Services and Insurance Verticals. Our Clientele includes Fortune 500 & FTSE 100 companies.

Customer Service Associate (Voice)	Customer Service Associate (Chat)
<u>Job Role</u>	
<p>Voice/Inbound - A CSA in this role deals with a number of incoming calls pertaining to the client’s business. The associate provides excellent customer service and gives precise information to the customer ensuring customer satisfaction.</p> <p>Voice/Outbound - A CSA in this role deals with making outbound calls to customers for Retention. The associate provides appropriate solutions to the customer while providing a high level of customer service and accurate information.</p>	<p>A CSA in this role deals with a number of incoming chats pertaining to the client’s business. The associate provides excellent customer service and gives precise information to the customer ensuring customer satisfaction along with upselling/sales.</p>
<u>Minimum Eligibility</u>	
<p>a. Age: 18 years & above</p> <p>b. Education / Qualifications: Undergraduate / Graduate / Fresher</p> <p>c. Shift Timings – UK Shifts with 2 rotational weekly offs</p> <p>d. Salary Package – Upto 21,000 CTC(per month)</p>	<p>a. Age: 18 years & above</p> <p>b. Education / Qualifications: Undergraduate / Graduate / Fresher</p> <p>c. Shift Timings – US graveyard night shifts with 2 rotational week-offs</p> <p>d. Salary Package – Upto 22,000 CTC(per month)</p>
<u>Key Responsibilities</u>	
<p>a. Answers incoming customer calls with a friendly and positive manner and provides outstanding service to the customer throughout the duration of the call.</p> <p>b. Responds to incoming/outgoing calls from the customers to solve queries and provide alternative options and also to change any account information with General maintenance upon customers’ request.</p> <p>c. Ensure resolutions are provided keeping in mind call control and call duration as prescribed by the client SLA.</p> <p>d. Ensures all information provided is post verification and authentication as per the Data protection Act</p> <p>e. Updates the client software with customer</p>	<p>a. Responds to queries from customer through chat to answer queries / inquiries, provide information and handle complaints regarding the organization’s products or services.</p> <p>b. Understands customer query and responds to it ensuring that all queries / concerns are answered via web chat.</p> <p>c. Update account information and performs general maintenance upon customers’ request.</p> <p>d. Understands customer’s latent needs and maximizes opportunities to promote relevant products and services.</p> <p>e. Guides the customer to relevant web pages in the client website that offer the information they seek, if appropriate.</p> <p>f. Exhibits promptness and politeness using the</p>

<p>information, queries and Service requests.</p> <p>f. Provides new thoughts and ideas for process improvements</p> <p>g. Works in conjunction with process requirements and metrics (SLA)</p> <p>h. Forwards customer feedback (VOC) to the supervisors for concerns / suggestions raised by customer.</p>	<p>appropriate language while answering customer queries.</p> <p>g. Target Oriented - Works efficiently towards achieving the SLA based on the process requirement and meets the specified quality standards.</p> <p>h. Ability to handle multiple tasks simultaneously with ability to prioritize while providing exceptional customer service.</p> <p>i. Maintains data confidentiality and adheres to information security and compliance norms laid out.</p>
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Knowledge and Skills

<p>a. Excellent communication skills.</p> <p>b. Polite and customer service oriented.</p> <p>c. Able to comprehend customer queries and provide the relevant resolve.</p> <p>d. Exhibits patience and empathy to resolve customer queries.</p> <p>e. Suvr test (Evaluation on verbal communication).</p> <p>f. Typing Skills: 15 words per minute with 85 % accuracy.</p> <p>g. Basis LOB information shared for eg Sales/Upselling/Customer Service/retention.</p>	<p>a. Excellent communication skills</p> <p>b. Typing Skill – 20 words per minute with 90% accuracy</p> <p>c. Chat assessment (Evaluation on written communication)</p> <p>d. Online test to gauge technical, sales and retention skills</p>
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→ **Link to registration form:** <https://forms.gle/zFJ3yux66xyuukPJ6>

→ **Last date to register:** **20th December, 2022**

→ **Date of Interview tentatively:** **23rd December, 2022**



Prof. Subhashini Naikar
Placement In-charge



Dr. Kiran Mane
I/C Principal

DI/N-STD/GEN/00