



NOTICE

Date: 19th September, 2022

PLACEMENT CELL

All the **M.Com. and Third Year students of Degree and SFC** are hereby informed that for the current academic year 2022-2023, **Sutherland is seeking a reliable and detail-oriented person to join them as Associate – Customer Service.**

Job Description:

- **Designation** - Customer Care Executive (technical/ non-tech/ back office)
- **Shift timings** - Rotational Shifts
- **Rounds of Interview** – HR round, Managerial round, and Voice and Accent round.
- **Salary** – Best in the industry
- **Work location** – Airoli (4th,5th,6th Floor, K-10, Liberty Tower, Reliable Plaza IT Park, MIDC, Kalwa Industrial Estate, Thane Belapur Road, Airoli, Navi Mumbai, 400 708)
- **Salary** – Up to 2.50 LPA (Fresher's) - Package differs based on the individual's skill set and various other selection parameters

Our most successful candidates will have:

- Excellent oral and written communications skills
- Comfortable to work in Night Shifts
- Maintain high level of expertise, soft-skills, and telephone etiquette skills
- Ability to provide quality customer support via telephone/mail/chat and provide resolution as per policy
- Ability to demonstrate effective communication, composure, and professional attitude
- Ability to embrace constant change with flexibility and good grace
- Ability to communicate precisely and clearly with a 'friendly ambiance'
- Ability to demonstrate appropriate sense of urgency
- Ability to recognize when escalation is required to team leads
- Ability to drive process & tool improvements
- Ability to prioritize, time management skills, with a high degree of flexibility

Interview would be held on 30th September, 2022

Requesting the interested students to register themselves on or before 26th September, 2022 by 06.00 PM.

Kindly register yourselves through the link: <https://forms.gle/4kCvmU4PKFQirACd8>

Kindly click on the link below for further Job Description :

https://drive.google.com/file/d/1RP_pogJ_BY4GlkdOOe0useGlBb4_4uNf/view?usp=sharing

Interview would be held on 30th September, 2022

Prof. Subhashini Naikar
Placement officer

DI/N-STD/GEN/00

Dr. Kiran Mane
I/C Principal