

Customer Service Executive – JD

Job description:

- Manage large amounts of inbound and outbound calls in a timely manner
- Follow/Improvise communication “scripts” while handling different topics
- Effectively and empathetically handle telephonic requests by processing the information received accurately and efficiently.
- Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives.
- Keep records of all conversations in the available system
- Meet personal/team qualitative and quantitative targets
- Handle calls in a consistently polite, professional and efficient manner
- Outbound call as per the timelines given to inform them the status of their query.
- Preparing RCA and highlighting possible process improvements areas
- Escalate queries to a Team Leader / Concerned HOD as and when required.
- Pro-active approach towards suggesting improvements to working practices
- Demonstrate commitment towards own continuous personal development

Requirements:

- Previous experience in a customer support/ Collections role
- Know-how of Life insurance products and/or BFSI
- BCOM/BMS/BMM/Graduate with Banking & Insurance or Accounting & Finance specialisation
- Strong verbal/written communication skills along with active listening
- Familiarity with CRM/any other query management systems and practices
- Customer focus and adaptability to different personality types
- Ability to multi-task, set priorities and manage time effectively