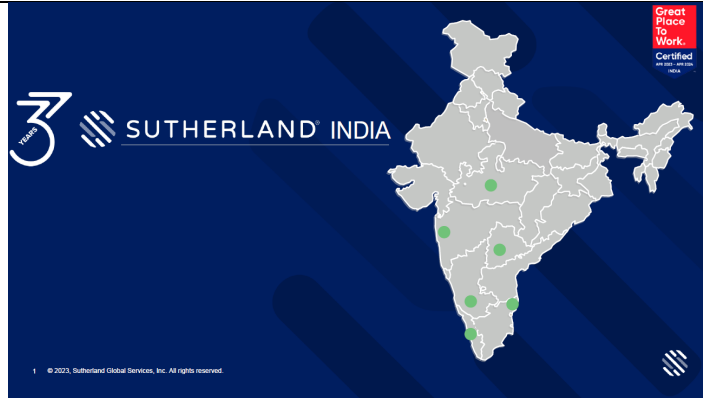


JOB OPPORTUNITY



Sutherland Global Services

Chennai | Hyderabad | Mumbai | Cochin |
Bhopal | Bangalore

www.sutherlandglobal.com

Profile: Consultant, Qualification - Graduate / Freshers

Location: Mumbai, Hyderabad, Cochin, Chennai or Bhopal

Onboarding & Training: Initial 10-30 Days would be foundation & product training

Work Timings: 8 Hours plus 1 Hour break, 5 days per week

Perks: Home pickup and Drop for night shift or additional pay for self-transport, Incentives & Rewards

Pickup & Drop within 25 Kms of office

Key Requirements

FY'24 Students – Dates would be provided well before joining.

- Bachelor's degree/diploma
- Excellent verbal and written English language skills.
- Good analytical and negotiation skills.
- Flexibility to work shifts including nights.
- Candidates must reside within a radius of 25 Km of our office.

Benefits include but are not limited to:

- Relocation allowance
- Best-in-class workplace compensation.
- Opportunity to work with Fortune 500 clients.
- Upskilling, learning & career growth opportunities.
- Transport facilities for night shifts and own transport allowance.
- Performance-based Incentives.
- Medical insurance and leaves as per policy.

You would be responsible for –

- resolving requests/inquiries made by customers via email, chat or Social
- achieving contact center statistics and SLAs (contractual metrics)
- Adhering to non-disclosure agreement & data security policies
- completing upskilling & e-courses mandated by each program
- attending coaching sessions & ensure feedback is implemented
- 100% schedule adherence, no absenteeism & positively contribute to reduce program shrinkage

Must Have Skills

Communication & Interaction

- Language Assessment B2 CERF
- Comprehension & composition skills, Tailor Comm style to differing audience
- Typing skill (35 WPM, Accuracy of 90%)

Customer service Skills

- Experience in customer facing environments (phone, chat)
- Ownership of customer experience & deliver comprehensive resolution
- Capable of customer management

Learning aptitude & Resilience

- Energy, excitement to master role
- Team Player & Result Oriented / Good Time management
- Self manage - work independently
- Self-awareness to identify, manage challenges

Register through following link

<https://bit.ly/SRCAMPUS?r=qr>

or,

Register in the attached QR

