



**Indira Gandhi National Open University
Campus Placement Cell
Maidan Garhi, New Delhi-110068**

Campus Placement Drive for Globiva

At

Convention Centre, IGNOU Campus, Maidan Garhi, New Delhi-110068.

On

Dated : 4 August 2022

(Reporting and Registration: 9.30-10.30am)

(Pre-placement talk: 11.00 am)

Job Description & Details

Positions

Customer Support/Tele Sales/Retention Executive/Backend

Nature of Employment

Permanent

Key Responsibilities

1. Customer Support

Job Responsibilities :

- Maintaining a positive, empathetic and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Ensure customer satisfaction and provide professional customer support.

2. Tele Sales :

Job Responsibilities :

- Contact potential or existing customers to inform them about a product or service usingscripts

- Answer questions about products or the company
 - Ask questions to understand customer requirements and close sales
 - Direct prospects to the field sales team when needed
 - Enter and update customer information in the database
 - Take and process orders in an accurate manner
 - Handle grievances to preserve the company's reputation
 - Go the "extra mile" to meet sales quota and facilitate future sales
 - Keep records of calls and sales and note useful information
3. Retention Executive :
- Job Responsibilities :
- Management and resolve customer complaints
 - Identify and escalate issues to supervisors
 - Provide product and service information to customers
 - Retain Exiting Customer of company
4. Backend :
- Job Responsibilities :
- Resolve customer quarries over mail or chat
 - Handle all the quarries over mail and revert in time
 - Retain the customer
 - Provide and coordinate with customer over mail or chat regarding company product an policies

Key Skills

- Candidates who have good communication and interpersonal skills
- Should possess good listening skills
- Ability to think quickly to make a recommendation or solution to the customer's problem
- Soft skills is important and other attributes like MTI should be taken care of
- Basic computer knowledge
- Language: Fluent in English and Hindi

Salary & Incentives

1.8 LPA to 3 LPA

Work Experience

Experience – 0-6 Years

Academic Qualification

Education: Graduate or Pursuing Graduation

Age

18 yrs. to 27 yrs.

Posting Location

Infotech Centre, 5th, Old Delhi Gurgaon Rd, Dundaheera Village, Gurugram, Haryana 122016

Career Path

Sr. Customer support executive, Team Leader.

Selection Process

Group Discussion

Interview

IMPORTANT NOTE:

- A brief introductory session (Pre-placement-talk) highlighting company profile, job requirements, CTC etc. will be conducted before the placement drive.
- Applicants are required to carry **two copies of their updated Resume/CV and IGNOU ID Card (two copies)**
- The selection process may continue till late evening. Applicants are advised to come prepared to stay till late evening.
- **Applicants reporting after 11.00 AM shall not be allowed to participate in the Placement Drive. Canteens in the Campus are not open.**

For more information and registration for placement

Call between 10:30 AM to 6 PM

- (i) Ms. Shivangi – 6392896009/Mr. Nitesh – 7827871057 from company side.
E-Mail Id – hr@darwintalentseekers.com

And/or

- (ii) Director (CPC) IGNOU office Phone No. 011-29571114

**Director
Campus Placement Cell**