Job Description of Tele caller

Function	Tele calling
Job Summary	• Responsible for calling existing and prospective customers from the provided database. • Attend inbound calls on the toll-free/customer care number • Responsible for proper follow-up and maintain conversation records. • Responsible to understand customer concern, do proper analysis of customer concern to find out the reason and provide resolution to the customer.
Job Designation	Customer Service Officer
Job Role	Tele calling

Duties/Responsibilities

- Make outbound calls to customers by using scripts.
- Attend inbound calls on the toll-free/customer care number and address queries.
- Obtaining customer information and other relevant data.
- Asking questions to customer and understanding their queries.
- Contacting PAR and NPA borrowers and identify reasons for non-payment.
- Resolving queries and issues related to the products and services.
- Suggesting solutions based on customer's needs and requirements.
- Need to complete 120 calls out of which 50 successful calls is mandatory.
- Handle and escalate customer complaints or grievances to the concerned branch.
- Update call records, customer responses, and feedback accurately in the system.
- Coordinate with branch staff for ground-level follow-up if required for closure of grievances
- Have knowledge of policies related to business, recovery and office circulars.
- Consolidate and maintain the database of the tele callers on a daily basis.
- Monitoring tele callers team in field office for achievement of target against plan on daily basis

Required Skills/Knowledge

- Good verbal and written communication skills
- Good Computer skills
- Good Interpersonal skills
- Should be able to work in a team or individually
- Should be able to manage and undertake multiple tasks
- Preferred languages South Indian Languages and Hindi.

Education and Experience

- Education:12th pass and above
- Fresher's are also eligible to apply