

Job Description of Telecaller, Risk Management Department

Function	Risk Management Department
Job Summary	<ul style="list-style-type: none">• Responsible for calling existing and prospective customers from the provided database.• 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	Telecaller
Location	Kolkata (West Bengal)
No. of Opening	3 (Three)

Duties/Responsibilities

- Contacting existing customers as well as prospective customers using scripts.
- Obtaining customer information and other relevant data.
- Asking questions to customer and understanding their specifications.
- Contacting PAR and NPA borrowers and identify reasons for non-payment.
- Resolving queries and issues related to the products and services.
- Maintaining the database of the customer on a regular basis.
- Suggesting solutions based on customer's needs and requirements.
- Have knowledge of policies related to business, recovery and office circulars.
- Need to complete 80 calls out of which 30 successful calls is mandatory.
- Share the observations to branch team and HO daily.
- Follow-up with branches for compliances and send consolidated report to Head Office monthly.

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: English, Hindi, Bengali, Oriya

Education and Experience

- Education: Any graduate – Any specialisation
- Candidate with 1 to 2 years of work experience in Telecalling required
- Fresher's are also eligible to apply