

## **Job Description of Tele-caller, Risk Management Department**

Function	Risk Management Department
Job Summary	<ul style="list-style-type: none"><li>• Responsible for calling existing and prospective customers from the provided database.</li><li>• Responsible for proper follow-up and maintain the conversation records.</li><li>• Responsible to understand customer concern, do proper analysis of customer concern to find out the reason and educate the customer.</li></ul>
Job Designation	Customer Service Officer
Job Role	Tele-caller

### **# Duties/Responsibilities**

- Contacting existing customers as well as prospective customers using scripts.
- Obtaining customer information and other relevant data.
- Interact with the customers, understanding their concerns, educating the customer and escalating for resolution.
- Contacting regular, overdue and NPA customers and identify reasons deviations & delinquencies.
- 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 80-90 calls per day out of which 30-40 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 in English and Regional languages
- 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

### **# Education and Experience**

- Education: 12<sup>th</sup> pass and above
- Candidate with 1 to 2 years of work experience in Tele-calling required
- Fresher's are also eligible to apply

