

Job Description

Job Title: Tele caller (Work from Home)

Responsibilities:

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

Required Skill/Knowledge:

1. Good verbal and written communication skills
2. Good Computer skills (Microsoft Excel)
3. Should be able to work in a team or individually
4. Preferred languages Local Languages and Hindi.