

With a start-up spirit and 95,000+ curious and courageous minds, we have the expertise to go deep with the world's biggest brands—and we have fun doing it. Now, we're calling all you rule-breakers and risk-takers who see the world differently and are bold enough to reinvent it. Come, transform with us.

We are inviting applications for the role of Process Associate, Collections

Process: Voice

Shift: Day Only

Location: Uppal – Hyderabad

Flexibility – Work from Office only

Working model – 6 Days a Week (Rotational Week offs)

Responsibilities

- Collect the delinquent amount from the customer over the phone or take promises from them on making the payment
- Make collection calls to the customers, emailing/faxing invoices or getting hard copies mailed out to customers as per their requests also Reconcile orders to match customer books, including validating credits or debits and sending them to customer for collection or refund and Follow up on customer/internal disputes, customer questions and working between departments to get a resolution
- Inbound & outbound calling
- Provide payment plans basis customer requirement
- Maintain a deep understanding of client process and policies

Qualifications we seek in you

Minimum qualifications

- Graduate (in any stream except B Tech)
- Excellent Communication Skills (verbal and written)

Preferred qualifications

- Good customer handling skills
- High Energy level
- Effective probing skills and analysing / understanding skills
- You should be able to work on a flexible schedule (including weekend shift)

Genpact is an Equal Opportunity Employer and considers applicants for all positions without regard to race, colour, religion or belief, sex, age, national origin, citizenship status, marital status, military/veteran status, genetic information, sexual orientation, gender identity, physical or mental disability or any other characteristic protected by applicable laws. Genpact is committed to creating a dynamic work environment that values diversity and inclusion, respect and integrity, customer focus, and innovation. For more information, visit www.genpact.com. Follow us on Twitter, Facebook, LinkedIn, and YouTube.