



Job Description **Customer Support**

About Concentrix:

Concentrix, Corporation (Nasdaq: CNXC) is a leading global provider of customer experience (CX) solutions and technology, improving business performance for some of the world's best brands including over 100 Fortune Global 500 clients and over 125 new economy clients. Every day, from more than 40 countries and across 6 continents, our staff delivers next generation customer experience and helps companies better connect with their customers. We create better business outcomes and differentiate our clients through Strategy +Talent + Technology.

Visit www.concentrix.com to learn more.

A brief about the role:

Currently, we are hiring for our international and domestic processes that operate in a 24X7 working environment via rotational shifts. This job role will enable the candidates to curve out an amazing career for themselves through multiple opportunities with Concentrix.

The recruitment process will happen digitally. The candidates would be required to appear for a set of online assessments for which the details will be sent to their smartphone via a text message and email shared with us.

CUSTOMER CARE VOICE PROFILE REQUISITE

Key Deliverables:

1. Resolve and answer customer objections / concern, gather feedback and adhere to compliance while assisting customer on call.
2. Interface with customers via inbound or Outbound calls or the Internet for the purpose of passively (i.e. In order taking) or actively selling products and services.
3. Greet Customers in a courteous, friendly and professional manner using agreed upon procedures.
4. Clarity customer requirements probe for and confirm understanding of requirements or problem.
5. Conduct needs – based selling by using non – scripted proving techniques of requirements or problems.

Support Customers across **Financial Service, Health Care, Telecom, Hardware, utility.**




Qualification: Students appearing for graduation and Post-graduation final year (**with no back logs**), **Any Stream.**

1. Flexibility to work in **24*7 work environment**
2. Should be ready to **work from office**
3. Should be ready to relocate (**if required**)
4. Should have excellent communication and English-Speaking Skills.
5. Knowledge of basic computer Operation
6. Ability and willingness to learn
7. Courteous with Strong customer service orientation
8. Good Listening and responding skill s
9. Should be willing to take up challenges and go extra mile to perform work responsibilities
10. Should have great interpersonal skills and ability to perform under pressure

Thank you

Let's do something great

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