

Job Title: Product Support Specialist – Standard Level

Location: Hyderabad (Onsite)

Shift: US Shift

Role Overview - The GBSG Product Support Specialist – Standard Level supports customers by resolving moderate-complexity product issues, guiding them through workflows, troubleshooting common scenarios, and assisting with operational or financial tasks. The role requires strong problem-solving capability, independent case handling, and proactive customer engagement. Additionally, the specialist plays an important role in identifying product adoption opportunities, supporting serve-to-sell actions, and ensuring high-quality documentation and compliance across all customer interactions.

Key Responsibilities - This role focuses on delivering effective customer support across multiple channels while ensuring complete case ownership, product guidance, and opportunity identification. Specialists independently manage customer issues, ensure accurate documentation, and contribute to overall product adoption and customer satisfaction.

Customer Interaction & Support

- Handle customer interactions via voice, chat, and email
- Support customers with product troubleshooting, workflow navigation, installation, and “how-to” queries
- Diagnose and resolve moderate-complexity issues

Case Management

- Maintain end-to-end ownership of customer cases
- Ensure detailed and accurate documentation for every case

Opportunity Identification

- Identify opportunities for feature adoption and product upgrades
- Support serve-to-sell actions or pass high-intent leads to sales teams

Quality, Compliance & Standards

- Ensure adherence to QA, documentation, and process standards

Expectations from the Individual

- Handle customer queries independently with minimal supervision
- Deliver strong performance on KPIs (quality, CSAT, productivity)
- Actively identify customer needs and enable sales opportunities
- Maintain high-quality and compliant case documentation

Required Qualifications

- Bachelor’s degree (Commerce or Finance preferred)

Skills Required (Tabular Format)

Skill Category	Skills Included
Functional Skills	• Strong product troubleshooting capability • Basic to intermediate accounting knowledge
Communication Skills	• Versant B2+ to C1 preferred
Technical/Operational Skills	• CRM proficiency • Multi-channel handling capability
Behavioral & Cultural Fit	• Ownership mindset • Analytical thinking • Customer-centric approach • Adaptability to changing workflows

Internship	
Internship Stipend per month	INR 25,000

Compensation if converted to FTE	
Fixed	INR 4,00,000
Variable @ up to 10% Based on performance	INR 40,000
Total CTC	INR 4,40,000

Hiring Model:

- Internship duration: 4–6 months
- Conversion to full-time employment (FTE) based on performance during the internship period