

Job Description – Customer Service Representative

Overview

- Excellent communication skills
- Flexible, adaptable, proactive and self-motivated
- Identify and assess client's requirement to address their queries effortlessly
- Follow communication procedures, guidelines, and policies
- Ability to take quick decisions and respond to client inquiries
- Ability to multi-task, prioritize, and manage time effectively
- Adherence to quality and compliance guidelines
- Strong telephony etiquettes (verbal & active listening skills)
- Take the extra mile to engage with clients
- Client orientation and ability to adapt/respond to different types of changes
- Developing long-term relationships with clients through managing and interpreting their requirements.
- Build sustainable relationships and trust with client accounts through open and interactive communication
- Candidates with good knowledge of internet applications, MS-Word and MS-Excel will have an added advantage
- Willing to work in a 24/7 environment – in different time zones/ late-night shifts and adhering to ADP's work-in-the-office requirement.

Looking for:

- Graduates from any stream – B. Com/ BBA/ B.Sc./ BA
- 60% aggregate throughout academics – with no backlogs
- Flexible for night shifts

What we offer:

- CTC INR 3.5 lacs (includes 12% variable component paid prorated as a lumpsum in April every year)
 - Shift Allowance (US/UK/ANZ shifts)
 - Insurance coverage of 5 lacs for self and dependents (can be increased upto 20 lacs per additional premium)
 - Transport facility (US/UK/ANZ shifts)
 - Higher Education Assistance after one year
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