

Team Member-Cards Outbound

Department	Customer Contact Center
Location	Mumbai
Number of Positions	1
Reporting Relationships	Team leader- Cards Outbound
Position Grade	Assistant Manager

Job Role:

- Responsible for quality communication and customer servicing within laid down productivity and service benchmarks.
- Calling Credit cards customers for various service and sales related campaigns.
- Targets on conversions and cross selling.
- Cross selling of various bank products.
- Ensure customer “delight” and consistent service experience, including timely resolution of customer queries/issues.

Job Requirements:

- Willingness to learn and a flair for knowledge
- Attitude of continuous improvement
- Excellent communication skills - Written & Verbal
- Understanding of credit cards industry an advantage
- Team Player, collaborative Self-motivated person including the ability to act as a role model within the organization.
- Graduate
- 1-2 years' experience , 6 months which should to be in customer service role
- Confident person
- Should be able to establish rapport quickly with peers, managers & customers
- Posses an upbeat , positive can-do attitude
- Great listening skills and strong communication abilities.
- Ambition, Energy, self-starter, Fun.
- Innovation and Learning.
- Integrity
- Team player: Candidate must be able to work effectively with all levels of the organization.