



**Indira Gandhi National Open University
Campus Placement Cell
Maidan Garhi, New Delhi-110068**

Campus Placement Drive for Globiva

At

Convention Centre, IGNOU Campus, Maidan Garhi, New Delhi-110068.

On

Dated : 23rd February 2024

(Reporting and Registration: 9.30-10.30am)

(Pre-placement talk: 11.00 am)

Job Description & Details

Positions

Name of the Company – ARCIS – E SERVICES PVT. LTD.

1. TELE- CALLERS
6 Days Working
14 – 20 CTC
(0-1 Year)
2. REGIONAL CALLER (Odia/Telugu)
6 Days Working
Odia-15 CTC
Telugu -25CTC
(0-1 year experience)

Incentive upto 3K

Note -Fully Vaccinated Candidates.

Nature of Employment

Permanent

Key Responsibilities

1. Customer Support
 - Maintaining a positive, empathetic and professional attitude toward customers at all times.
 - Responding promptly to customer inquiries.
 - Communicating with customers through various channels.
 - Acknowledging and resolving customer complaints.
 - Knowing our products inside and out so that you can answer questions.
 - Processing orders, forms, applications, and requests.
 - Keeping records of customer interactions, transactions, comments and complaints.
 - Communicating and coordinating with colleagues as necessary.
 - Providing feedback on the efficiency of the customer service process.
 - Ensure customer satisfaction and provide professional customer support.
2. Tele Sales:
 - Contact potential or existing customers to inform them about a product or service using scripts
 - Answer questions about products or the company
 - Ask questions to understand customer requirements and close sales
 - Direct prospects to the field sales team when needed
 - Enter and update customer information in the database
 - Take and process orders in an accurate manner
 - Handle grievances to preserve the company's reputation
 - Go the "extra mile" to meet sales quota and facilitate future sales
 - Keep records of calls and sales and note useful information
3. Retention Executive:
 - Management and resolve customer complaints
 - Identify and escalate issues to supervisors
 - Provide product and service information to customers
 - Retain existing Customer of company
4. Backend:
 - Resolve customer quarries over mail or chat
 - Handle all the quarries over mail and revert in time
 - Retain the customer
 - Provide and coordinate with customer over mail or chat regarding company product a policies

Approximate number of vacancies available for each position: 30

Key Skills

- Candidates who have good communication and interpersonal skills
- Should possess good listening skills
- Ability to think quickly to make a recommendation or solution to the customer's problem
- Soft skills are important and other attributes like MTI should be taken care of
- Basic computer knowledge
- Language: Fluent in English and Hindi

Salary & Incentives

1.7 LPA TO 3.0 LPA

Work Experience

0-1 Year

Academic Qualification

Graduate or Pursuing Graduate

Age

18 yrs. to 27 yrs.

Posting Location

Infotech Centre, 5th, Old Delhi Gurgaon Rd, Dundahera Village, Gurugram, Haryana 122016

Career Path

Customer support executive, Team Leader

Selection Process

Group Discussion, Interview

IMPORTANT NOTE:

- A brief introductory session (Pre-placement-talk) highlighting company profile, job requirements, CTC etc. will be conducted before the placement drive.

- Applicants are required to carry
 - **two copies of their updated Resume/CV and IGNOU ID Card (two copies)**
 - 2 Passport size photograph
 - **KYC docs - Pan Card and Adhar Card**
 - **Education docs – Academic Certificate and Vaccine Certificate**
 - **Employment proof(if any)- Previous offer letter if working
Last 3 Month Salary slips**
 - The selection process may continue till late evening. Applicants are advised to come prepared to stay till late evening.
- ☒ **Applicants reporting after 11.00 AM shall not be allowed to participate in the Placement Drive. For more information and registration for placement**

Call between 10:30 AM to 6 PM

Email ID on which candidates can send mail- ayushiasthana.dts@gmail.com

Contact persons from Company: 1. Ayushi Asthana - 6391406740
2. Nitesh Khandelwal - 7827871057

Contact persons from IGNOU.
Director (CPC) IGNOU office Phone No. 011-29571114

**Director
Campus Placement Cell**