

Customer Care Executive_Call Center

Aliases: Customer Service Representative, Customer Service Associate, Customer Service Advisor, Customer Relationship Officer, Call Centre Executive

Industry/Sector(s): Telecom

JOB DESCRIPTION ¹

The tasks a Customer Care Executive (Call Center) is expected to perform include:

- Providing customer service to the customers of an organization
- Handling, follow up and resolving customer queries, requests and complaints
- Interacting with customers over the phone

WORK ENVIRONMENT

- It is a desk job
- Work from home option is not available
- Part-time part and contractual jobs may be available
- Travelling is not a part of the job
- Need not handle a team

Working hours

- Working hours include 9 hours every day for 5 to 6 days a week. This may vary from company to company
- Shift system is available

Is the job suitable for a candidate with special needs?

Yes

EDUCATIONAL QUALIFICATIONS AND TRAINING ¹

- Minimum - Preferably 10+2 or equivalent
- Certified training for Customer Care Executive (Call Center) (programme aligned to TEL/Q0100 released by Telecom Sector Skill Council)

KEY COMPETENCIES ¹

- Knowledge of basic workings of computer
- Well-versed with providing customer service support by interacting with customers over the phone
- Proficient in handling and resolving customer queries
- Proficient in using Customer Relationship Management (CRM) and other applications in order to fetch customer account details and verify the same

DESIRABLE COMPETENCIES ¹

- Computer fundamentals training course
- Basic soft skill orientation

AVAILABLE SKILL TRAINING AND LEARNING INSTITUTES

- St. Xavier's College, 30 Park Street, 30 Mother Teresa Sarani, Park Street, Kolkata, West Bengal, India-700016, <http://www.sxccal.edu>
- ARISE College of Information Technology & Management, 21/A, Opp. Gurunanak Girls College, Main Road, Sec. 4, Hiran Magri, Udaipur, Rajasthan, <http://www.arisecollege.com>
- CPIT Edutech Pvt. Ltd, 612-A, 6th floor, sachdeva corporate tower, near petrol pump, sec-8, Rohini- New Delhi, <http://www.cpit.in>
- IL&FS Institute of Skills, D-114, Okhla Phase - I, New Delhi 110 020, <http://www.ilfsindia.com>
- LabourNet Services India Pvt Ltd, 24/1-4, 9th cross, JP Nagar 2nd phase, Bengaluru – 560078, <http://labournet.in>
- Unique Call Solution Pvt Ltd, 68, New MLA Colony, Jawahar Chowak, Bhopal, madhya pradesh, <http://ucsskills.com>

AVAILABLE SKILL TRAINING SCHEMES/SCHOLARSHIPS

http://www.tsscindia.com/t_starscheme.html

SAMPLE OF TRAINING AND LEARNING COURSES

<http://psscive.nic.in/pdf/NVEQ/tele/CBC%20Telecom%20CCE%20Relationship%20Center%20L1.pdf>

CAREER PROGRESSION PATH

Customer Care Executive Trainee → **Customer Care Executive (Call Center)** → Team Lead Assistant Manager → Manager

Transfer option

•India: Yes

•Abroad: Yes

(*This field to open the relevant job title when clicked)

EXPECTED EARNINGS ²

•For freshers - ₹ 15,000 to ₹ 20,000 per month

•For candidates with 2-3 years of experience or more - ₹ 25,000 to ₹ 30,000 per month

(These figures are indicative and subject to change)

REQUIRED WORK EXPERIENCE ¹

Preferably 0-1 year of relevant work experience

PROBABLE EMPLOYERS

•Call centres of various telecom companies across India

•Call centres of e-commerce companies across India

PEOPLE'S CORNER

Coming Soon

KEYWORDS

Customer Service Representative, Customer Service Associate, Customer Service Advisor, Customer Relationship Officer, Customer Care Executive

OCCUPATIONAL CODES AND STANDARDS

Standard	Code	Description
NCO 2015	5244.0303	Customer Care Executive_Call Center
ISCO 2008	5244	Contact Centre Sales Person
NIC 2008	47414	Retail sale of telecommunication equipment
QP Reference	TEL/Q0100	Customer Care Executive (Call Center)
NSQF	4	NA

REFERENCES

0	<p>http://www.timesjobs.com/jobfunction/customer-service-jobs</p> <p>www.censusindia.gov.in</p>
1	1 Qualification Pack – Customer Care Executive (Call Center)
2	<p>http://www.payscale.com/research/IN/Job=Call_Center_and_Customer_Service_Executive/Salary</p>
3	3 “Human Resource and Skill Requirements in the IT and ITES Industry Sector (2022)” by NSDC
4	<p>http://jobsearch.naukri.com/customer-care-executive-jobs</p>
5	<p>http://www.ibef.org/industry/telecommunications.aspx</p>