Rai University
EVOLVING THINKING MINDS
Ahmedabad

NOTICE

Placement – UpGrad Education Pvt. Ltd

Designation	Associate
Location	Ahmedabad
Process	Voice process - To manage incoming & outgoing calls (~70-80 calls daily) in a professional manner, resolve learners' queries, generate leads on calls, and onboard enrolled learners.
Position available	7
CTC (fixed + variable)	3.80 LPA + 20K annual variable
Job description	• Provide accurate, valid, and complete information by using the right methods/tools; & resolve all types of queries • Resolve service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem • Providing appropriate solutions and alternatives within the time limits and following up to ensure the resolution • Identify and assess customers' needs to achieve satisfaction • Generate referral leads • Meet personal/team sales targets and call handling quotas • Keep records of customer interactions, process customer accounts and file documents • Raising "Requests" to cross-functional teams and following up to resolve the issues within TAT • Follow calling procedures, guidelines, and policies. Maintain call quality by adhering to all quality audit parameters • Go the extra mile to enhance the learner experience • Maintain call quality by adhering to all quality audit parameters • Flexible for the shift timing • Work from the office (6 days a week)

Skills required:

- Good communication (written and verbal)
- Problem solving
- Decision making
- Understanding customer needs
- Teamwork & collaboration
- Accountability & ownership

Qualification : Graduate in any stream

Students interested may revert to the respective Placement Coordinator's of their department August 07, 2023

Rajesh Nair
Training & Placement
Corporate Resource Cell