



ODeX India Solutions Pvt. Ltd

Job Description

Division/Department: US Support (Voice & Email)

Location: Mumbai

Job Title: Executive / Sr. Executive

Experience: 06 months to 1 year

Education: Any Graduate

General Description

A Customer Service Representative, or CSR, will act as a liaison, provide product/services information, answer questions, and resolve any emerging problems that our customer accounts might face with accuracy and efficiency.

Work Experience Requirements

Skills:

- Should be good in communication skills
- Candidate should be smart and with a pleasing voice as this is a customer support profile
- US process experience is mandatory

Roles and Responsibilities:

- Attending inbound calls from customers on the support numbers.
- Maintain quality parameters and provide accurate information related to the query asked by customer.
- Provide accurate, valid and complete information by using the right methods/tools
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Replying to emails received from the customers