

# ARKA JAIN UNIVERSITY

## TRAINING & PLACEMENT DEPARTMENT

### PLACEMENT OPPORTUNITY@ FIRSTSOURCE SOLUTIONS LTD.

NOTICE NO. : AJU/T&P/UG/0037/23-24

DATE: 16/02/2024

NAME OF COMPANY: FIRSTSOURCE SOLUTIONS LTD.

PAYROLL COMPANY NAME: FIRSTSOURCE SOLUTIONS LTD.

**Registration Deadline is 11:59 PM, 26<sup>th</sup> February 2024**

#### COMPANY PROFILE

**Firstsource Solutions Ltd.** is a RP Sanjiv Goenka Group company. **Firstsource** is a leading provider of customized Business Process Management (BPM) services. They are trusted custodians and long-term partners to 100+ leading brands with a presence in the US, the UK, India, and Philippines. Their 'rightshore' delivery model offers solutions covering complete customer lifecycle across Healthcare, Telecommunications & Media and Banking, Financial Services and Insurance Verticals. Their Clientele includes Fortune 500 & FTSE 100 companies.

#### FEW FACTS:

- Established in 2001
- Revenues of INR 60.2 Billion
- (approximately \$750 Million) in FY2023
- 150+ global clients including 18 Fortune 500 companies
- and 3 FTSE 100 companies
- Publicly Traded on Indian Stock Exchanges
- NSE: FSL
- BSE: 532809
- Reuters: [FISO.BO](#)
- Bloomberg: FSOL:IN

**OFFICIAL WEBSITE:** <https://www.firstsource.com/about>

**DESIGNATION:** Customer Service Associate

**DEPARTMENT:** Operations

#### JOB RESPONSIBILITIES:

- Deliver excellent customer service within shifts assigned including prompt resolution of customer related issues, complaints, enquiries or challenges.

- Should be abreast of all the key process related updates, SLAs, individual performance eventually contributing to team Performance.
- Grasp, Comprehend & clear the training period with relevant toll-gate scores
- Attend all team briefing/meetings/coaching on a timely basis.
- Be knowledgeable of regular process changes provided
- Seek guidance from Team leader/management and escalating when necessary or genuine needs arise.
- Maintain regular, reliable performance and attendance, including the daily schedule as assigned.
- Adhere to Company Code of Conduct & policies laid by the HR
- Handle inbound or outbound calls, chats, emails or data from customers (depending on process assigned)
- Connecting with customers, understand and empathize with their issues to provide the best suitable resolution at first contact where possible.
- On occasions, you may have to deliver what is seen as not-so-positive news, however make sure that a customer understands the reasoning behind decisions that are made.
- Act as a team player and coordinate work respectfully with fellow members in co-ordination.
- Update relevant information accurately into the client's systems and give constructive feedback to enhance systems and improve overall customer experience.
- Demonstrate a "can do" & "open-to-feedback" attitude, to develop a great working culture to help us achieve the best results.
- Work towards targets set, manage own time and prioritize tasks to meet through expected work discipline as a professional.
- Work closely with team leader by implementing the coaching aspects discussed for self and career development

**VALUE-ADD RESPONSIBILITIES:**

- Participative in team bonding, offline activities as necessary
- Assist new team members in need and breed the team culture

**ESSENTIAL KNOWLEDGE:**

- Basic knowledge of using MS office basic applications like Word, PowerPoint, Excel, Notes, etc.
- Essential Skills:
- Willingness to work in rotating shifts (including night shifts).
- Communicate effectively, both orally and in writing.
- Flexibility to meet business requirements and fluctuating workload
- Organize, prioritize, and schedule work assignments.
- Hardworking and Smart working attitude with openness to feedback
- Have acceptable typing speed of at least 22 WPM/90% Accuracy

**QUALIFICATION:**

**BBA, BCOM, BCA & BA (English); Passing Year 2024**

**SALARY OFFERED: CTC INR 1.9 LPA TO INR 3 LPA (Depending upon skill set & Location)**

**GENDER: Male & Female**

**SELECTION PROCESS:**

1. PPT
2. Group Discussion
3. Personal Interview

**JOB LOCATION: Mumbai/Bangalore/Hyderabad/Chennai**

**TENTATIVE DATE OF JOINING: After Completion of the Course Successfully**

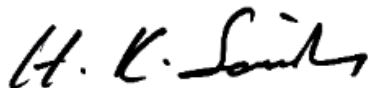
**PROCESS OF REGISTRATION:**

**01.** Interested students need to click on the below link or copy/paste the link on Google Chrome (or any other Web Browser) to fill all their details in the provided Google form and should submit to register successfully.

**<https://forms.gle/chkB68mpHfLPPvgX9>**

- 02.** Students registered with the T&P Department for placements, are only eligible.
- 03.** Please note that it is mandatory to submit the above form to nominate successfully.
- 04.** The form can be submitted only once, thus please be cautious while filling up the form.
- 05.** The Resume File name must be student's own name.
- 06.** **Registration deadline for Nomination is till 11:59 pm, 26<sup>th</sup> February 2024.**
- 07.** One student can Register only once, thus be cautious while registering.
- 08.** Please Note: The Registration process will automatically turn off after the provided deadline.
- 09.** You are advised to read & understand the disclaimer below before applying for this opportunity.
- 10.** For queries you may WhatsApp @ 9831664615 (Mr. Rahul Rej – Sr.Manager T&P, AJU).

Sd/-



**HEAD – TRAINING & PLACEMENTS**

**Disclaimer:** The above Notice is based on the information as shared by the employer. The employer reserves the right to change or modify the afore-mentioned job details without any prior information. The Training & Placement Department and the University will not be responsible for any deviation. Nominating or applying for the vacancy/job profile indicates your agreement to all the Terms & Conditions/Training & Placement Department Placement Policy, in these terms, as modified from time to time. Therefore students are strictly advised to read clearly & understand the Placement Policy (Procedural & Behavioral both) laid by the AJU Training & Placement Department, before applying for the above-mentioned profile.