

British Telecom (BT)

Trainee Associate



Job Profile Details

Placement Cycle

ARKA JAIN University - Placements 2024-25

Job Location

Gurgaon

Date of Visit

NA

Position Type

Full Time

Expected Hires

NA

Sector

Customer/Technical Support

CTC

INR 230208

Category

Level 2 - General

Description

About Company: BT Group plc, formerly known as British Telecom, is , providing fixed-line, broadband, and mobile services in the UK, as well as IT and subscription television services.

Website: <https://www.bt.com/>

Designation Trainee Associate

Role Blended process for Voice, Back office & Chat Process for our Business services at Gurugram.

Requirement Excellent Verbal & Written Communication skills / No Backlogs

Qualification BCOM, BBA, BA

Location Gurugram

Compensation Stipend: INR 19,184/- per month in hand / CTC post 1 year INR 2.75LPA

Shift Timings 24*7/5 days a week

Benefits Insurance coverage up to INR 6 lacs

Eligible for IJP after completing 18 months

Transport Facilities Door to door pick up/drop facility within 50km of service zone

Mandatory Documents Pan Card/ Aadhar Card/ Passport Photograph

1. Hiring process that they will be following:

Online test requires ~10mbps for 100 candidates for

assessments to be conducted smoothly.

- Online AMCAT test Virtual process
- Online SVAR round test Virtual process
- Operations/ HR Round In person(On campus/ Or BT office)

1. Mandatory Documents Required:

- PAN Card (Student cannot be hired in BT without the PAN card)
- Aadhar Card
- Passport Photograph

1. Eligibility Criteria:

- No Backlogs
- Student must be willing to commute/relocate to Gurugram

KEY PURPOSE OF ROLE:

To resolve the queries / concerns being raised by the customer promptly and accurately in line with the agreed SLAs. The work will be allocated in the queue in the form of Chat or back office wherein an individual will be responsible to resolve the concerns / queries raised or have to provide accurate information to the customer.

This involves working on chat & back office (inbound and outbound) queues basis the alignment. Need to understand the customer query / concern and take appropriate action accordingly. This can involve a certain amount of investigative work, checking for process via different tools. Working as part of a team to consistently deliver good customer experience / satisfaction and operational targets including quality measures.

KEY RESPONSIBILITIES:

(THE CORE ACTIVITIES, OUTPUTS EXPECTED OF THE ROLE, REGULATORY & LEGAL REQUIREMENTS)

- To take chats & handle back office work promptly within agreed timescales and in line with agreed process and
- To ensure prompt and accurate information being provided with appropriate resolution
- To achieve operational targets as defined by for the process
- To maintain queue levels to agreed SLA targets levels
- To achieve and maintain a good knowledge/capability of BT
- When dealing with customers aspire to deliver an excellent customer experience via. Chats or back office.
- To highlight to queue owners, line management and offline support teams any issues in the queues that may affect customer satisfaction and share best practice

within the team and across Digital Care teams

- To complete/participate in ad-hoc projects to drive efficiencies and improvements in the process
- To fully support and take guidance from the manager, raising awareness to them of any factors which may affect the performance of individuals or the whole
- Share best practice within the team and across the Digital Care Community
- Adhere to relevant shift patterns and break schedules
- Take responsibility for personal development and drive own performance

ESSENTIAL SKILLS:

- Excellent English verbal and written language skills along with good typing (minimum 40 speed) and multi-tasking skills
- Be flexible to work in rotational shifts
- Good questioning and listening skills
- Good empathy and customer ownership skills
- Good cross-cultural awareness to be able to effectively communicate with UK customers
- Good objection handling/diffusing/complaint handling skills
- Good customer interaction skills with the ability to recognise the customers needs
- Good self-management (Attendance/Break Management/Adherence/AHT/Wrap)
- PC literate with good system navigation skills
- Good Data input skills
- Good Problem solving
- Good MS Office (Excel, Word, Outlook) skills

Open for Courses

- Jain - Arka Jain University Jharkhand

BBA

1. Marketing
2. Human Resources
3. Business Administration & Management
4. Commerce
5. Entrepreneurship
6. Finance & Financial Management
7. Accounting
8. Banking
9. Digital Marketing

10. Finance
11. Marketing
12. Human Resource

B.Com (Hons.)

1. Accounting
2. Finance & Financial Management
3. Marketing
4. Human Resources
5. Commerce
6. Data Science
7. Finance
8. Marketing
9. Human Resource
10. Finance

BA (Hons.)

1. English
2. English

Eligibility Criteria

BA (Hons.)	<i>All students are eligible</i>
B.Com (Hons.)	<i>All students are eligible</i>
BBA	<i>All students are eligible</i>

Work Experience Criteria	No work experience based criteria defined yet!
Allowed Genders	[Y] Male students [Y] Female students [Y] Other Genders
Backlogs	Students with backlog(s) not allowed

Hiring Workflow

Pre-placement Talk	<i>No Venue/Time specified</i>
Online test	<i>No Venue/Time specified</i>
Online test	<i>No Venue/Time specified</i>
HR interview	<i>No Venue/Time specified</i>

Additional Info

No additional information