

Firstsource Solutions Limited

Customer Service Trainee



Job Profile Details

Placement Cycle

ARKA JAIN University - Placements 2024-25

Job Location

Bangalore, Mumbai, Chennai, Hyderabad, Trichy

Date of Visit

Oct 21, 2024

Position Type

Full Time

Expected Hires

NA

Sector

NA

CTC

INR 200000 - 265000

Category

Level 2 - General

Description

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>

CORE 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 tollgate 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 clients 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 20 WPM/90% Accuracy

Open for Courses

- Jain - Arka Jain University Jharkhand

BBA

1. Finance
2. Marketing
3. Human Resource

B.Com (Hons.)

1. Finance
2. Marketing
3. Human Resource

BCA

1. Data Science (DS)
2. Artificial Intelligence (AI)

BA (Hons.)

1. English

Eligibility Criteria

B.Com (Hons.)	<i>All students are eligible</i>
BBA	<i>All students are eligible</i>
BA (Hons.)	<i>All students are eligible</i>
BCA	<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 any number of ongoing backlogs are eligible

Hiring Workflow

Pre-placement Talk	Venue : Block C, Seminar hall (room no.323) Time : 21 Oct 2024, 08:00 AM IST
Group discussion	<i>No Venue/Time specified</i>
HR interview	<i>No Venue/Time specified</i>
Online test	<i>No Venue/Time specified</i>

Additional Info

No additional information