Firstsource Solutions Limited

Customer Support Associate

Job Profile Details

Placement Cycle	**ARKA JAIN University - Placements 2024-25**
Job Location	Hyderabad,Bengaluru,Chennai & Trichy & Mumbai
Date of Visit	Apr 10, 2025
Position Type	Full Time
Expected Hires	NA
Sector	Customer/Technical Support
CTC	INR 290000 - 306000
Category	Level 2 - General
Description	About Company: Firstsource Solutions is a leading provider of customized Business Process Management (BPM) services. Firstsource specialises in helping customers stay ahead of the curve through transformational solutions to reimagine business processes and deliver increased efficiency, deeper insights, and superior outcomes. We are trusted brand custodians and long-term partners to 100+ leading brands with presence in the US, UK, Philippines, and India. Their rightshore delivery model offers solutions covering complete customer lifecycle across Healthcare, Telecommunications & Media and Banking, Financial Services & Insurance verticals. Their clientele includes Fortune 500 and FTSE 100 companies. Website: www.firstsource.com Job Title: Customer Support Associate Grade: H2 Job Category: Associate Function/Department: Operations Reporting to: Team Lead Role Description: Roles & Responsibilities (Indicative not exhaustive) - 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

Skills and Competencies
i. Functional:
Good Communication Skills
Listening & Comprehension
ii. Behavioral:
Shift Adherence
Floor Decorum
Interpersonal skills
Team Player
Work Arrangement: Office-based

Transport - Yes, odd hours(Night shift or late evening shift)

Language Skills: Fluent in English

Job Title: International Voice Process

Shift: Rotational, 5 Days Working

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

BCA

1. Computer Science & Engineering

2. Computer Application

3. Computer Science

4. Data Science/ Data Analytics

5. Internet of Things

6. Data Science

7. Computer Science & Data Processing

8. Information Technology

9. Aritificial Intelligence

10. Computer Science & Engineering

11. Computer Science - Information Security

12. B. Sc.- Computer Technology

13. Machine Learning

14. Computer Science

15. Computer Network and Information Security

16. Computer Networks

17. Software Engineering

18. IT

19. Data Analytics

20. Artificial Intelligence/ Data Science

21. Computer Science.

22. Software Development

23. Data Science (DS)

24. Artificial Intelligence (AI)

25. IoT and Sensor Systems

26. AI & MACHINE LEARNING

27. AI /Data Science

28. AI & Analytics

29. Computer Engineering

30. DATA SCIENCE AND ENGINEERING

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

BCA	*All students are eligible*
BBA	*All students are eligible*
BA (Hons.)	*All students are eligible*
B.Com (Hons.)	*All students are eligible*

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	*No Venue/Time specified*
Online test	*No Venue/Time specified*
Group discussion	*No Venue/Time specified*
HR interview	*No Venue/Time specified*

Additional Info

No additional information