

# Niftel Communications

## ORM Support Executive

### Job Profile Details

Placement Cycle	<b>ARKA JAIN University - Placements 2025-26</b>
Job Location	Saltlake,Sec-V,Kolkata
Date of Visit	NA
Position Type	Full Time
Expected Hires	NA
Sector	Customer/Technical Support
CTC	INR 216000
Category	Level 2 - General
Description	<p>Company Name: Niftel Communications (P) Ltd. Website: <a href="https://www.niftel.com/">https://www.niftel.com/</a></p> <p>Job Title: ORM Support Executive (24/7 Shifts)</p> <p>Location: Kolkata</p> <p>Department: Social Media / Online Reputation Management</p> <p>Shift: Rotational (24/7)</p> <p><b>Key Responsibilities:</b> Respond promptly to customer queries, complaints, and feedback received on social media platforms such as Facebook, Twitter, Instagram, and Play Store. Collaborate with internal teams to resolve issues effectively and provide timely updates to customers. Monitor brand mentions and highlight major social noise or trending concerns to stakeholders for quick resolution. Maintain accurate documentation of interactions via email, CRM, and other support tools. Ensure communication is empathetic, professional, and aligned with brand tone and policies. Proactively identify and escalate potential crisis situations to prevent brand reputation risks. Track and report recurring issues to help improve customer experience and service quality.</p> <p><b>Requirements &amp; Qualifications:</b> Minimum knowledge in Social Media Customer Support or Online Reputation Management. Excellent written English with strong attention to tone,</p>

grammar, and context.  
 Familiarity with major social platforms (Facebook, Twitter, Instagram, Play Store).  
 Ability to multitask, prioritise, and manage time efficiently in a high-volume environment.  
 Positive attitude, sense of humour, and problem-solving mindset.  
 Willingness to work in rotational 24/7 shifts.  
 Must pass Versant Level 6 assessment.  
 Key Skills:  
 Strong communication and writing skills  
 Social listening and monitoring  
 Quick decision-making and crisis management

## 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 )

## Eligibility Criteria

BBA	<i>All students are eligible</i>
B.Com (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 backlog(s) not allowed

## Hiring Workflow

### Pre-placement Talk

*No Venue/Time specified*

<b>Online Screening</b>	<i>No Venue/Time specified</i>
<b>Group discussion</b>	<i>No Venue/Time specified</i>
<b>HR interview</b>	<i>No Venue/Time specified</i>

### Additional Info

No additional information