

TTEC

Chat and Email Customer Service Representative



Job Profile Details

Placement Cycle	ARKA JAIN University - Placements 2025-26
Job Location	Ahmedabad
Date of Visit	NA
Position Type	Full Time
Expected Hires	NA
Sector	Customer/Technical Support
CTC	INR 348000
Category	Level 2 - General
Description	Dear Students, JOINING - January & Exam Leaves will be Provided.

About TTEC

Our business is about making customers happy. That's all we do. Since 1982, we've helped companies build engaged, pleased, profitable customer experiences powered by our combination of humanity and technology. On behalf of many of the world's leading iconic and disruptive brands, we talk, message, text, and video chat with millions of customers every day. Learn more about our [company values](#), our [Environmental, Social, and Governance \("ESG"\)](#), and how we support gender diversity, including through a [leadership program](#) that empowers the women of TTEC. Visit www.ttec.com to know more about the organization.

Our Opportunities

We provide excellent career growth opportunities to the Fresher/Experienced candidates with excellent English communication skills (Verbal & Written) who want to make a career in the BPO industry. We are particularly proud of this opportunity which we offer to whoever joins us, and there are a lot of passionate individuals who have made the most of this opportunity and are still associated with us as a part of our senior leadership team. We have an open, diverse and growth-oriented culture and offers:

- 100% Legally Compliant to all State & Central laws
- Competitive Salary & Benefits
- Employee centric Human Resource Policies
- Fast career growth in Operations & Support functions
- Flat Organization structure & Open Door Policy

- Employee Development plans
- Fun @ Work & lot of Employee Engagement & Corporate Social Responsibility programs

What makes TTEC tick?

A lot of things go into making our distinctive flavor, but were talking about one specific ingredient today our zest for life. Living life with enthusiasm is just part of who we are. And we do it together, no matter where were located. We enjoy what we do, care about who we work with and take every chance to have fun after a hard days work. Our vibrancy is a big part of our tradition and our future.

We hire about 200 candidates every month including fresh graduates/MBA/B.E./B. Tech/B.A./B.Com as Chat Customer Service Representatives for TTEC - Ahmedabad, Gujarat location. In addition to local candidates, our workforce consists of people who have relocated to join us from across India.

We hire individuals for our non voice programs from time to time for the following processes:

Job Role - Chat and Email Customer Service Representative

Our client is the global leader for online shopping, an industry whose existence cannot be ignored. Online shopping has completely changed the way we look at our shopping requirements. The expectations which we have from individuals whom we hire:

- Amazing fluency written English
- Accurately understand and resolve the customer concerns
- The term customer would describe someone who would wish to purchase or sell a product/products/product catalogue/collection on the client website
- Though most customers raise basic concerns which results in a lower turnaround time, there are some wherein sellers would like to understand how they can expand their business and ultimately achieve a higher revenue and profit. This is where a lot of research and analytical skills come into the picture which helps in providing a very satisfactory resolution to sellers the goal here is to get business on a regular interval from the customers
- Patience a key aspect of the job. Not all customers are satisfied with a resolution which is provided though it is as per the policies/guidelines laid down by the client. To be able to handle such situations by keeping calm and at the same time convincing the customer about the resolution provided
- Retention It is very important to be aware of the policies laid down by the client and also be aware of any product updates which come from the client. Effectively,

absorbing and retaining content delivered throughout the training period and clear assessments conducted during that particular period

- Flexibility Individuals should be flexible to work in a 24/7 environment. Though we try our best to provide shifts which are rotating on a monthly basis, however based on the business requirements, they would also be expected to work in consecutive night shifts, say 3-4 months
- Multitasking It would be expected that 3-4 chats would need to be handled at any given point of time, where the nature of the queries would vary from one another and the resolution needs to be provided without consuming too much time of the customer

Employee Benefits Sheet is attached for your Reference.

For any Additional Query Reach out to SPOC Mr. Giridhar D
- 9880027831

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

Eligibility Criteria

B.Com (Hons.)

All students are eligible

BBA

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

Resume shortlisting

No Venue/Time specified

Online test

No Venue/Time specified

Additional Info

No additional information