WORK VAPOR

Job Link: https://workvapor.in/jobs/chat-voice-support-executive-pan-india/

CHAT / VOICE SUPPORT EXECUTIVE | PAN INDIA

BASE SALARY

INR 11000 - INR 18000

DESCRIPTION

Job Role: Customer Support Executive

Company: Shining Stars Institution & Travels
Location: Work From Home (Pan India)
Hiring Office: Delhi / NCR
Experience: 0–5 Years
Salary: ?14,000 – ?18,000 per month (CTC)
Take-Home Salary: Approximately ?11,000 – ?14,000 per month
Openings: 1
Job Type: Full-Time, Permanent
Process: Voice / Chat / Blended
Eligibility: Graduates and Undergraduates

HR Contact Details

Recruitment Team:

- Ashika: 7054664891
- Ishwari: 7355126736
- Muskan: 8840546552
- Aadya: 7682089563
- Pragya: 9555410234
- Uroos: 9151155349
- Khushi: 9278423607
- Reba: 8299310069
- Neha: 7651941988
- Aradhya: 8808362656

HIRING ORGANIZATION

Shining Stars Institution & Travels

EMPLOYMENT TYPE

Full-time

JOB LOCATION

? Remote work from: India

Job Overview

Shining Stars Institution & Travels is hiring Customer Support Executives for permanent work-from-home positions across India. Both freshers and experienced candidates can apply.

The company is hiring for inbound customer service processes across voice, chat and blended support. This is a non-sales position with no fieldwork.

Key Responsibilities

- Handle inbound customer queries.
- Provide customer support through voice or chat.
- Assist customers with their queries and concerns.
- Maintain good communication with customers.
- Ensure a positive customer service experience.

Eligibility & Requirements

- Good spoken and written English communication skills.
- Fluency in Hindi is mandatory.
- Graduates and undergraduates can apply.
- Freshers and experienced candidates are welcome.
- Immediate joiners are preferred.
- College-going students are not eligible.
- Must have a laptop with at least an Intel Core i5 processor.
- Own broadband or Wi-Fi connection is mandatory.
- Reliable power backup is required.
- Must be comfortable working in rotational shifts.

Salary & Benefits

- Monthly CTC: ?14,000–?18,000.
- Approximate take-home salary: ?11,000–?14,000.
- PF and ESI benefits.
- Quarterly performance bonus.
- Permanent work-from-home opportunity.

Actual salary depends on the selected process and applicable salary structure.

Working Schedule

- 6 working days per week.
- 1 rotational weekly off.
- 9-hour shift, including breaks.
- Rotational day and night shifts based on business requirements.

Selection Process

1. HR screening and initial discussion.
2. IVRS voice assessment.
3. Operations interview.
4. Client interview.

5. Final selection and offer confirmation.
6. Joining and onboarding.

Important Interview Information

- Candidates must be available for online interviews for up to 2 days.
- The interview process may involve a waiting period of up to 6 hours.
- Candidates should be available for all scheduled interview rounds.
- Apply only if you can dedicate enough time to complete the selection process.

How to Apply

Interested candidates can contact the recruitment team through voice call or WhatsApp for the initial assessment and interview coordination.

Recruitment is free. No registration or placement fees are charged.