WORK VAPOR

Job Link: https://workvapor.in/jobs/customer-service-executive-international-voice-process/

CUSTOMER SERVICE EXECUTIVE – INTERNATIONAL VOICE PROCESS

BASE SALARY

INR 25000 - INR 51000

DESCRIPTION

Company Name: Accenture
Job Type: Full-time
Salary: ?25,000–?51,000
Location: India
Email: aseen.epochfolio@gmail.com
Contact HR: +91 8999875918

Job Description:

We are looking for experienced Customer Service Executives for an International Voice Process in Mumbai.

Job Responsibilities:

- Handle inbound and outbound international customer calls.
- Resolve customer queries related to billing, accounts and services.
- Provide professional customer support in English.
- Recommend service upgrades and additional products through upselling.
- Maintain accurate customer records using CRM systems.

Eligibility Criteria:

- Minimum 12 months of BPO / International Voice Process experience.
- HSC or Graduate candidates can apply.
- Excellent English communication skills.
- Versant score of 58 or above.
- Comfortable with rotational shifts, including night shifts.
- Comfortable working 10-hour shifts.

HIRING ORGANIZATION

Accenture

EMPLOYMENT TYPE

Full-time, Part-time

JOB LOCATION

? Remote work from: India

- Age limit: Up to 39 years.

Work Locations:

- Airoli – UK Telecom Process.
- Vikhroli – US Voice Process.

Additional Benefits:

- 5 working days and 2 rotational week offs.
- 24×7 home pickup and drop facility within approved cab boundaries.

Interview Process: HR Screening ? Versant Assessment ? Operations Interview.

This is a 100% work-from-office opportunity.