

WORK VAPOR

Job Link: <https://workvapor.in/jobs/customer-support-associate-remote-position-us-shift-394861/>

HIRING ORGANIZATION

Helionext Private Limited

EMPLOYMENT TYPE

Full-time

JOB LOCATION

? Remote work from: India

CUSTOMER SUPPORT ASSOCIATE – REMOTE POSITION – US SHIFT

DESCRIPTION

Voice Process Associate – Remote US Process | Full-Time Work From Home

Company: Helionext Private Limited

Position: Voice Process Associate – US Voice Process

Location: Remote (Hiring Office: Gurugram)

Job Type: Full-Time

Salary: Not Disclosed

Email: hello@onehtech.com

Helionext is hiring **Voice Process Associates** for a remote US voice process. This is a full-time work from home opportunity. Candidates should have international voice process experience and excellent English communication skills.

Job Responsibilities

- Answer inbound calls from US residents and board members
- Handle billing questions and service requests
- Log calls and route cases as per SOP
- Resolve Tier 1 customer queries
- Escalate complex issues with proper documentation
- Maintain call quality and accurate records
- Report urgent issues as per company guidelines

Eligibility

- Any Graduate can apply
- Minimum 2 years of international voice process experience
- Experience in US or UK campaigns is required
- Comfortable working in US shift timings

- Own laptop and stable Wi-Fi connection are mandatory

Required Skills

- Excellent spoken English
- Neutral or US-accent communication
- Strong written English
- Customer handling skills
- International BPO experience
- Voice process experience
- Email documentation
- Good problem-solving ability

Preferred Experience

- HOA or property management process
- Real estate BPO experience

Benefits

- Permanent work from home
- Full-time employment
- Opportunity to work with US clients
- International voice process experience

How to Apply

Send your updated CV to **hello@onehtech.com**.