

WORK VAPOR

Job Link: <https://workvapor.in/jobs/customer-support-executive-voice-chat-email-process/>

HIRING ORGANIZATION

IMC

EMPLOYMENT TYPE

Full-time

DATE POSTED

? September 29, 2026

JOB LOCATION

560001, Bengaluru, Karnataka, India

CUSTOMER SUPPORT EXECUTIVE – VOICE, CHAT, EMAIL PROCESS

BASE SALARY

INR 250000 - INR 720000

DESCRIPTION

Job Role: Customer Support / Technical Support Executive

Company: IMC

Posted By: Inspiration Manpower Consultancy

Job Type: Full-Time, Permanent

Work Mode: On-Site / In Person

Location: Bengaluru, Karnataka

Salary: ?2.5 – ?7.2 LPA CTC

Experience: 0–7 Years

Openings: 100

Process: Voice / Semi-Voice / Non-Voice / Technical Support / Banking / Digital Marketing

Working Days: 5 Days

Weekly Off: Saturday & Sunday

Shift: Night / Rotational Shifts

Education: Graduate / Undergraduate

IMC is hiring candidates for multiple customer support and service processes in Bengaluru. Openings are available across **voice, semi-voice, non-voice, technical support, banking, healthcare BPO, and digital marketing** processes.

Freshers and experienced candidates can apply. The role involves handling customer queries, resolving issues, updating customer records, and maintaining service quality. Good communication and basic computer skills are required.

Available Process Areas

- Customer Support
- Voice Process

- Semi-Voice Process
- Non-Voice Process
- Technical Support
- Banking Process
- Healthcare BPO
- Digital Marketing
- Chat Support
- Email Support

Key Responsibilities

- Handle customer queries through **calls, chat, or email**.
- Provide timely and accurate solutions.
- Understand customer issues and resolve them properly.
- Escalate unresolved issues to the relevant teams.
- Maintain customer satisfaction.
- Follow service quality standards.
- Update customer records and case details.
- Maintain accurate documentation.
- Meet productivity and quality targets.
- Follow company policies and SLA guidelines.

Requirements

- **0–7 years of experience** in customer support or related processes.
- Freshers can apply.
- Graduate and undergraduate candidates can apply.
- BPO or customer service experience is preferred.
- Excellent communication skills.
- Good customer-handling ability.
- Good problem-solving skills.
- Basic knowledge of **MS Office**.
- Comfortable working in night or rotational shifts.
- Willingness to work from office.

Key Skills

- Customer Support
- Voice Process
- Semi-Voice Process
- Non-Voice Process
- Technical Support
- Chat Support
- Email Support
- Customer Handling
- Problem Solving
- MS Office
- International Process
- BPO Operations
- Banking Process
- Healthcare BPO

Work Schedule & Benefits

- **5 days working.**
- **Saturday and Sunday fixed off.**
- Night and rotational shifts.
- **Pick-up and drop facility available.**
- Full-time permanent employment.

How to Apply

Send your **updated CV** to any of the following email IDs:

Email 1: Dipanshu@inspirationmanpower.co.in

Email 2: recruiter7@inspirationmanpower.co.in

Email 3: recruiter1@inspirationmanpower.co.in

Email 4: recruiter16@inspirationmanpower.co.in

Email 5: Mallik@inspirationmanpower.co.in

Candidates can also contact HR directly:

Jafar: +91 9686682466

Tejas: +91 9686682460

Ankitha: +91 9686454296

Srinivas: +91 9900073501

Mubarak Ahamad: +91 9686682462

Dipanshu: +91 9900024811

Anjali: +91 9686454289

Dharini B: +91 7259027284

Chandusree: +91 9686454289

Rajesh: +91 9686682465

Navya: +91 7022984418

Rashmi: +91 7760984460

Vaishnavi: +91 9686454297

Mallik: +91 7259027282

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