

WORK VAPOR

Job Link: <https://workvapor.in/jobs/customer-support-representative-international-voice-process-opening-347026/>

HIRING ORGANIZATION

Black And White Business Solutions

EMPLOYMENT TYPE

Full-time

JOB LOCATION

400001, Mumbai, Maharashtra, India

? Remote work from: India

CUSTOMER SUPPORT REPRESENTATIVE, INTERNATIONAL VOICE PROCESS OPENING

BASE SALARY

? 15000 - ? 29999

DESCRIPTION

Customer Support Representative

Company: Black And White Business Solutions

Black And White Business Solutions is hiring Customer Support Representatives for Mumbai location. This is a hybrid work opportunity. Candidates with 1 to 3 years experience can apply. Rotational shifts are available. International voice process experience is required.

Contact Details

Contact: +91 9986397247

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Job Location

Mumbai

Job Type

Full-time

Permanent

About the Work

The company is looking for candidates with good English communication skills. You will handle customer calls and emails. You will also solve customer and vendor issues professionally. This is a good opportunity for candidates with international voice process experience.

You will maintain call logs and proper documentation. You will follow SOP guidelines and provide correct information to customers. You will also coordinate with internal teams for issue resolution.

Responsibilities

- Handle inbound and outbound calls
- Reply to customer emails
- Resolve customer concerns
- Handle escalations professionally
- Maintain call logs and records
- Follow company SOPs
- Coordinate with internal teams

Requirements

- Graduate in any discipline
- 1 to 3 years international voice experience
- Excellent English communication skills
- Ability to handle 50 to 60 calls daily
- Good MS Excel knowledge
- Good PowerPoint knowledge
- Strong customer handling skills
- Problem-solving skills required
- Insurance claims experience preferred

Candidates with blended process experience will not be considered.

Benefits

- Performance incentives
- Night shift allowance
- Growth opportunities
- Global operations exposure

RESPONSIBILITIES

- Handle inbound and outbound calls
- Reply to customer emails
- Resolve customer concerns
- Handle escalations professionally
- Maintain call logs and records
- Follow company SOPs
- Coordinate with internal teams

SKILLS

Ability to handle 50 to 60 calls daily

Good MS Excel knowledge

Good PowerPoint knowledge

JOB BENEFITS

- Performance incentives
- Night shift allowance
- Growth opportunities
- Global operations exposure

EXPERIENCE

Rotational shifts are available. International voice process experience is required.