

WORK VAPOR

Job Link: <https://workvapor.in/jobs/international-voice-process-379318/>

HIRING ORGANIZATION

Gallagher

EMPLOYMENT TYPE

Full-time

JOB LOCATION

Maharashtra, India
? Remote work from: India

INTERNATIONAL VOICE PROCESS

BASE SALARY

INR 325000 - INR 600000

DESCRIPTION

International Voice Process

Company: Gallagher

Location: Mumbai, Maharashtra

Work Mode: Hybrid

Salary: ₹3.25 LPA – ₹6 LPA

Job Type: Full-Time

Contact Number: +91 8830743694

Contact Emails: rosedeeep_jammat@ajg.com, sushmita-yadav@ajg.com, pooja_gajbhiye@ajg.com, ekta_galhotra@ajg.com

Gallagher is hiring for International Voice Process. This is a hybrid position in Mumbai, Maharashtra. The work pattern is 3 weeks work from home and 1 week work from office. The office location mentioned is Vikhroli, Mumbai.

The company is looking for candidates with experience in International Voice Process. This role involves customer and vendor communication. It also includes claims-related support and issue handling in a professional setup.

You will handle inbound and outbound calls and emails. You will respond to customer queries complaints and escalations. You will also maintain records and support reporting work. The role needs strong ownership and regular coordination with teams.

Responsibilities

- Handle inbound and outbound customer or vendor calls
- Reply to emails and support communication
- Resolve customer queries and complaints
- Handle claims-related interactions
- Escalate unresolved issues to supervisors
- Maintain call logs and documentation
- Support reporting and data analysis
- Join training and knowledge sessions
- Work with cross-functional and global teams
- Support process improvement activities
- Take ownership in day-to-day work

Candidates should have 1 to 3 years of experience in International Voice Process. This experience is mandatory. Candidates from blended process background will not be considered for this opening. Experience in handling 50 to 60 calls per day is also expected.

Insurance claims experience will be an added advantage. Graduate or postgraduate candidates can apply. The company is hiring for night shifts.

Shift Details

- 6:00 PM to 3:00 AM
- 9:00 PM to 6:00 AM

Work Details

- Work Mode: Hybrid
- Work From Home: 3 weeks
- Work From Office: 1 week
- Office Location: Vikhroli, Mumbai

Gallagher is a global company in insurance risk management and consulting services. This opening is for candidates who are comfortable with voice process work night shifts and customer query handling.

Interested candidates can share their resume on the emails below or contact on WhatsApp.

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