

WORK VAPOR

Job Link: <https://workvapor.in/jobs/remote-customer-support-associate-english-and-bengali-390111/>

HIRING ORGANIZATION

Tech Mahindra

EMPLOYMENT TYPE

Temporary

JOB LOCATION

? Remote work from: India

REMOTE CUSTOMER SUPPORT ASSOCIATE – ENGLISH AND BENGALI

BASE SALARY

INR 168000 - INR 190000

DESCRIPTION

Customer Support Associate Voice Process English and Bengali

Tech Mahindra is hiring Customer Support Associates for the Voice Process. This is a remote opportunity. The role is temporary and contractual until 31st October. The hiring office is in Kolkata.

Contact Details

Contact Number: +91 6291707604

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Job Description

You will handle customer queries through voice calls. You should communicate clearly in English and Bengali. This is a 100% work from home opportunity.

The process runs 24x7 with rotational shifts. You will work 5 days a week. Two rotational weekly offs will be provided. Freshers and experienced candidates can apply.

Salary

- Freshers: ₹1,68,000 TCTC
- Experienced candidates: ₹1,90,000 TCTC
- Fixed salary

Requirements

- 12th Pass
- Freshers can apply
- Minimum 6 months of BPO experience with documents for experienced salary
- Good English communication
- Good Bengali communication
- No major mother tongue influence for voice process
- Maximum age: 40 years

System Requirements

- Windows 10 or Windows 11
- Minimum 8 GB RAM
- Intel Core i5 5th Gen or above or Ryzen 5 or above
- Minimum 20 Mbps internet connection
- Power backup
- Noise cancelling USB headset

Documents Required

- Aadhaar Card
- E-Aadhaar
- PAN Card
- 10th Marksheet
- 12th Marksheet
- Experience Letter for experienced candidates
- Offer Letter
- Last 3 months payslips

Employment Details

- Role: Customer Retention – Voice / Blended
- Employment Type: Full Time, Temporary/Contractual
- Department: Customer Success, Service & Operations
- Role Category: Voice / Blended
- Industry Type: BPM / BPO
- Location: Remote
- Hiring Office: Kolkata
- Graduation is not required

Key Skills

- Customer Support
- Domestic Voice Process
- Domestic Voice
- Remote
- Voice Process
- BPO Voice

About the Company

Tech Mahindra is an Indian multinational technology services and consulting company. It is part of the Mahindra Group. The company provides IT and business process services across many countries.

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