

## **Job Description of Telecaller, SAM Department**

Function	SAM Department
Job Summary	<ul style="list-style-type: none"><li>• Responsible for calling existing and prospective customers from the provided database.</li><li>• Responsible for proper follow-up and maintain conversation records.</li><li>• Responsible to understand customer concern, do proper analysis of customer concern to find out the reason and provide resolution to the customer.</li></ul>
Job Designation	Customer Service Officer
Job Role	Telecaller
Location	Head Office, Bengaluru
No. of Opening	6 (Six)

### **# Duties/Responsibilities**

- Contacting existing customers as well as prospective customers using scripts.
- Obtaining customer information and other relevant data.
- Asking questions to customer and understanding their specifications.
- Contacting PAR and NPA borrowers and identify reasons for non-payment.
- Resolving queries and issues related to the products and services.
- Maintaining the database of the customer on a regular basis.
- Suggesting solutions based on customer's needs and requirements.
- Have knowledge of policies related to business, recovery and office circulars.
- Need to complete 80 calls out of which 30 successful calls is mandatory.
- Share the observations to branch team and HO daily.
- Follow-up with branches for compliances and send consolidated report to Head Office monthly.

### **# Required Skills/Knowledge**

- Good verbal and written communication skills
- Good Computer skills
- Good Interpersonal skills
- Should be able to work in a team or individually
- Should be able to manage and undertake multiple tasks
- Preferred languages for states in- Bihar, Chhattisgarh, Gujarat, Jharkhand, Odisha and Uttar Pradesh

### **# Education and Experience**

- Education:12<sup>th</sup> pass and above
- Candidate with 1 to 2 years of work experience in Telecalling required
- Fresher's are also eligible to apply

