

"Call Centre Agent"

Group : Retail Banking

Required Qualification : Graduation

Location : Bangalore

Required skills & Experience : Experience in the Contact center environment
From 1.2 year

Roles and Responsibilities :

| EXPECTED END RESULTS | MAJOR ACTIVITIES |
|--|---|
| 1. Handling Customer calls regarding various queries | <ul style="list-style-type: none"> • Providing account information • Blocking and reissuing cards • Activation of card that is temporarily blocked • Cheque book requests • Statement requests • DD requests • ATM Pin / TPin / mibank Pin requests • Mibank ID activation / reactivation / deactivation • Phone number updation • Email ID updation • SMS alert registration • Product/Process Query handling • Responding to queries on Demat (T-1 data) • Responding to queries on Consumer Finance • Cross-selling |
| 2. Assure Call Quality | <ul style="list-style-type: none"> • Answer calls in a courteous manner • Answer calls within one ring • Complaint logging ,tracking and closing |
| 3. Process improvement | <ul style="list-style-type: none"> • Identify steps in work processes • Identify improvement opportunities and propose timely suggestions |

To apply to the above position, please return to the 'Careers' page, and send us your detailed resume.

Thank you.