

Campus Recruitment 2015 Passing Out Batch

Online Registration is must

Last Date to Register- 10th Feb 2015

Company Name	-	British Telecom
Eligibility	-	2015 Passing Out Batch BBA / BCA / BCOM / BA / BSC / MSc/ MBA (All Streams)
Date & Time	-	February 2015 (Exact Date will be confirmed shortly)
Venue	-	F-2 Auditorium
Package	-	INR 200000 Per Annum.
Designation	-	Early Life Provision Offline Advisor
Job Location	-	Gurgaon

Job Description

1. To process and 'fix' orders accurately within agreed timescales and in line with agreed process and procedures.
2. To ensure prompt and accurate order placement for BT products, such as PSTN, broadband and Vision.
3. To achieve order closure and operational targets as defined by the Offline reporting suite.
4. To maintain queue levels to agreed SLA targets levels
5. To achieve and maintain a good knowledge/capability of BT systems including Oneview, KM Systems and Order Tracker
6. When dealing with customers aspire to deliver an excellent customer experience on all outbound calls
7. To highlight to queue owners, line management and offline support teams any issues in the queues that may affect customer satisfaction and share best practice within the team and across Early Life
8. To complete/participate in ad-hoc projects to drive efficiencies and improvements in Offline.
9. To fully support and take guidance from the manager, raising awareness to them of any factors which may affect the performance of individuals or the whole team.
10. Share best practice within the team and across the Consumer Sales & Service community
11. Adhere to relevant shift patterns
12. Take responsibility for personal development and drive own performance

Desired Candidate Profile

1. Excellent English verbal and written language skills
2. Good questioning and listening skills
3. Good empathy and customer ownership skills
4. Good cross-cultural awareness to be able to effectively communicate with UK customers
5. Good objection handling/diffusing/complaint handling skills
6. Good customer interaction skills with the ability to recognise the customers' needs
7. Good self-management (Attendance/Break Management/ Adherence/ AHT/ Wrap)
8. PC literate with good system navigation skills
9. Good Data input skills
10. Problem solving
11. Good MS Office (Excel, Word, Outlook) skills

How to Apply?

1. [**CLIKC HERE**](#) to Register

2. **Last Date to Register – 10th February 2015**

All the Best

Dr. Ajay S Rana

Director