

# Campus Recruitment 2015 Passing Out Batch

Company Name	:	British Telecom (BT e-Serv (India) Private Limited)
Eligibility	:	BBA / BCA / BCOM / BA / BSC/MBA/ M.Sc.
Package	:	INR 200 000 Per Annum.
Designation	:	Early Life Provision Offline Advisor
Joining Location	:	Gurgaon
<b>Date of Drive</b>	<b>:</b>	<b>23 Feb 2015</b>
<b>Time</b>	<b>:</b>	<b>8.30 am sharp</b>
<b>Venue</b>	<b>:</b>	<b>I-2 Moot Court</b>

## Job Description

- To process and 'fix' orders accurately within agreed timescales and in line with agreed process and procedures.
- To ensure prompt and accurate order placement for BT products, such as PSTN, broadband and Vision.
- To achieve order closure and operational targets as defined by the Offline reporting suite.
- To maintain queue levels to agreed SLA targets levels
- To achieve and maintain a good knowledge/capability of BT systems including Oneview, KM Systems and Order Tracker
- When dealing with customers aspire to deliver an excellent customer experience on all outbound calls
- 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 EarlyLife
- To complete/participate in ad-hoc projects to drive efficiencies and improvements in Offline.
- 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.
- Share best practice within the team and across the Consumer Sales & Service community
- Adhere to relevant shift patterns
- Take responsibility for personal development and drive own performance

## Desired Candidate Profile

- Excellent English verbal and written language skills
- Good questioning and listening skills

- Good empathy and customer ownership skills
- Good cross-cultural awareness to be able to effectively communicate with UK customers
- Good objection handling/diffusing/complaint handling skills
- Good customer interaction skills with the ability to recognise the customers' needs
- Good self-management (Attendance/Break Management/Adherence/AHT/Wrap)
- PC literate with good system navigation skills
- Good Data input skills
- Problem solving
- Good MS Office (Excel, Word, Outlook) skills

#### **UG Qualifications:**

- B .Com (Any Specialization)
- B.A. (Any Specialization)
- B.Sc (Any Specialization)
- BBA / BBM / BBS (Any Specialization)
- MBA
- M.Sc. (Any Specialization)

#### **Recruitment Process:**

- Power Point Presentation
- Extempore
- Aptitude Test
- Final Interview

**Students need to carry copy of their resumes along with photocopy of relevant marksheets and certificates. All Students must dress formally.**

All the Best!

**Dr. Ajay S Rana**

**Director**