



- **Company Name** – CONCENTRIX
- **Website** – www.concentrix.com
- **Profile** – Customer Service Associate (Chat Process)
- **Eligibility** –
 - **Under Graduate and Graduate**
- **Salary** –
 - **1.8 Lacs- 2.2 LPA** plus benefits
- **Additional benefits** - Transport allowance (If applicable), Night Shift allowance, Over time, Performance Incentives (if applicable).
- **Job Location** – Yerawada, Pune
- **Requirements-**
 - Knowledge & Skills Required
 - Willingness to work in 24*7 environment
 - Excellent communication skills (written and verbal)
 - Ability to communicate correctly and clearly with all customers
 - Excellent documentation skills
 - Good comprehension skills ability to clearly understand and state the issues customers present
 - Ability to concentrate follow customers issues without distraction to resolution
 - Good composition skills ability to compose a grammatically correct, concise, and accurate written response
 - Work successfully in a team environment as well as independently

- Computer Knowledge/Skills
- Ability to use a desktop computer system
- Familiarity with Windows XP, Microsoft Outlook, Microsoft Word and Internet Explorer
Excellent typing skills
- Demonstrates understanding of the Internet, Amazon.com website, and competitor websites
- Demonstrates an ability to successfully navigate websites
- Demonstrates a proficient knowledge of email applications
- Demonstrates an ability to learn in various media
- Ability to successfully adapt to changes in the work environment

Customer Focus:

- Excellent customer service skills, including maintaining focus on the customer issue in a fast-paced environment
- Ability to empathize with and prioritize customer needs
- Demonstrates interpersonal skills with a diverse customer base
- Demonstrates conflict resolution, negotiation, and de-escalation skills
- Demonstrates ownership to resolve challenging customer issues, escalating when necessary
- Ability to determine customer needs and provide appropriate solutions
- Maintain regular and reliable attendance, including the daily schedule as assigned
Flexible with the working schedule; may be expected to work weekends, holidays and events
- Ability to work overtime as required by business - as much as 60 hours a week, most often occurring in the weeks surrounding the Christmas holiday season

➤ **Interview Round –**

- HR
- V & A
- NCC / Typing(25 wpm / 90% accuracy)
- Moodle Test
- Ops Round