

Job Description

1. **Official name of the designation:** Senior Support Executive
2. **Educational qualifications required:** Any graduates
3. **Prior experience/skillsets required:**
 - At least 2 Years experience in an outbound process, preferably in an International call centre.
 - Should Possess good communication skills, both oral and written
4. **Roles and responsibilities:**
 - Maintain customer focus at all times and respond to customer enquiries over e-mail, and Call using Best Practice guidelines
 - Ensure all customers' queries are investigated and resolved, escalating issues if appropriate, to the Team Leads
 - Take ownership of queries and proactively follow through to resolution
 - Maintain knowledge of all Existing and Upcoming launches.
5. **Reporting hierarchy (reporting to):** Manager Support & MIS
6. **Compensation offered:** 4.5 L P A

Miscellaneous:

- Must be willing to work in Night Shifts as per business requirement for US Time Zone.
- Candidates should be ready to work 6 days/week with rotational Week Offs

NOTES: If you have any doubts, please write to careers@focusedumatics.com