

Recruitment Notice For Convergys

Eligibility: Possessing excellent verbal and written communication skills

Job Description for available positions with Convergys

Who Are We?

Convergys is a leading provider of customer management solutions for companies across the country and around the world. For more than 30 years, we've worked closely with some of the most notable companies in the world, creating innovative ways to enhance the relationships they have with their customers. The incredible success we've had is thanks to the nearly 1,31,000 employees that use the training they've received here to manage billions of customer interactions every year. And that's **why we need you.**

We're looking to add positive, motivated individuals to our team – people who are eager to learn our business, grow in their careers and advance within our company.

1) Customer Service Associate (chat/voice process)

Roles & Responsibilities:

- Probe for and confirm understanding of requirements or problem
- Support customers across Telecommunication, Financial Services & Healthcare verticals
- Conduct needs-based selling by using non-scripted probing techniques to determine customer needs and to offer the most appropriate product or service to address their needs

2) Technical Support Associate (chat/voice process)

Roles & Responsibilities:

- Probe for and confirm understanding of requirements or problem
- Support customers across Telecommunication, Financial Services, Healthcare and Technology verticals
- Troubleshoot customer issues related to internet broadband, cable, DTH, modem, router, mobile handset etc.

Candidate should be:

- **Possessing excellent verbal and written communication skills**
- **Flexible with 24/7 Environment**

Benefits:

- Two Way A/C cabs (Convergys has been awarded for Best-in-Industry transport service).
- Medical insurance worth 1 lakh
- Group Term Life Insurance / Group Personal Accident Insurance worth 5 lakhs
- Gratuity
- Education Assistance Program with annual entitlement upto INR 24,000
- Employee/corporate discounts at a majority of retail chains/hospitals/laboratories

Additional Benefits-

- Home Pick Up and Drop for 24/7 Shifts & Trunk Pick Up Drops during daytime for specific locations & added Transport allowance for programs with no transport
- Medical Insurance worth 1,00,000/- lakh
- Group Term Life Insurance worth 3,62,000/- lakhs
- Group Personal Accidental Insurance worth 5,00,000/- lakhs
- Gratuity subject to a maximum amount up to 10,00,000/- lakhs*
- Education Assistance Plan with the annual entitlement of up to INR 24,000/-
- Doctor & Counsellors on site
- Employee / Corporate discounts with the majority of the retail chains/ hospitals/laboratories

CTC: 1.7 to 2.9 Lakhs INR Annual (excluding incentives)

Job Location: Gurgaon, Pune, Mumbai & Bangalore locations

Shift Timings: US/UK Shifts

Every great future has a beginning. For anyone who dreams of a successful career, there's a beginning - a point at which you choose which path to take. For many, and possibly your students, **Convergys is that beginning!**

Interested candidates must contact the undersigned immediately (not later than Nov.4,2018)

Director, CPC, LU