



## HIRING

**Job Role:** : Chat Process Associate

**Location:** Hyderabad

**Salary :** 3 LPA

**Duration:** Full Time

**Qualification:** Any Degree

**Year of Passout:** 2021,2022 & 2023

**Bond :** No

**Shifts :** Rotational shifts: 9 hours per shift - UK Shifts (5 days a week).

**Transportation:** One-way cab and one-way shuttle provided for work-from-office employees.

### Job Description

- Engage with customers through chat platforms in a professional and courteous manner.
- Respond promptly to customer inquiries, providing accurate and relevant information.
- Address customer concerns, troubleshoot issues, and offer appropriate solutions via chat interactions.
- Utilize pre-established scripts and guidelines to handle common inquiries and scenarios.
- Ensure accurate and timely documentation of customer interactions and resolutions.
- Collaborate with cross-functional teams to escalate and resolve complex customer issues.
- Upsell and cross-sell company products/services as appropriate during chat conversations.
- Stay updated on company products, services, and promotions to provide informed assistance.
- Meet performance metrics, including response time, issue resolution, and customer satisfaction.
- Continuously enhance product knowledge and customer service skills through ongoing training.

### Requirements

- Graduates are eligible to apply.
- Strong communication skills with proficient written English.
- Ability to handle customer calls (voice) if required.
- Ability to multitask, manage time effectively, and stay composed under pressure.
- Problem-solving and analytical skills to address customer concerns.
- Familiarity with chat platforms and online customer communication.
- Willingness to work in rotational shifts, including UK shifts.
- Enthusiastic team player with good interpersonal skills.

*Disclaimer:* At **ETOE Global** we do not force anyone to take up an interview, only interested students apply for it others kindly wait for the opportunities.