

Job Description: Chat Process Associate

Position: Chat Process Associate

Department: Customer Support

Location: Hyderabad

Company Overview:

Firstsource is a leading business company, dedicated to delivering exceptional customer experiences through efficient and effective communication. As a Chat Process Associate, you will be an essential member of our dynamic Customer Support team, contributing to seamless interactions and resolutions for our valued customers.

Job Summary:

We are seeking enthusiastic Chat Process Associates to join our growing team. This role is perfect for both fresh graduates and experienced individuals looking to excel in a chat-based customer support environment. As a Chat Process Associate, you will engage with customers through chat platforms, providing accurate information and assistance while ensuring a positive customer experience.

Key Responsibilities:

- 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.

Qualifications:

- Graduates and undergraduates are eligible to apply.
- Previous experience in customer service or chat support (minimum 6 months) is preferred.
- 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.

Compensation:

Salary: 3.6 LPA for experienced candidates (12K performance bonus).

Salary: 3 LPA for fresh graduates.

Other benefits and incentives as per company policy.

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.

Interview Process:

- HR Screening
- Written Assessment (B2 Band Cut-off)
- Svar (50% Cut-off)
- Live Chat Assessment
- Operations Round

Application Process:

To apply for the Chat Process Associate position, please submit your updated resume and a cover letter detailing your relevant experience and interest in joining Firstsource . Shortlisted candidates will undergo the interview process outlined above.

Firstsource is committed to diversity and equal opportunity employment.