

**Job Title:** Call Handling Agent (CHA)

**Department:** Health Helpline

**Location:** Ranchi, Harmu road

**Job Type:** Full Time

**Position Summary:**

We are searching for a polite, professional call handling agent to work closely with other team members to provide outstanding service to our customers by answering questions, handling complaints, and troubleshooting problems with our services. The call handling agent may handle a high volume of inbound or outbound calls or both and should seek to create a positive experience for each caller. They will listen to clients to understand the reason for their call, address all questions or complaints, and provide an accurate and efficient response.

To be a successful call Handling agent, you should be customer-focused, detail oriented, and efficient. You should be polite, reliable, knowledgeable, and adaptable.

**Responsibilities:**

The following is a list of the major responsibilities of the Call Handling Agent (CHA):

- Answering or making calls to clients to learn about and address their needs, complaints, or other issues with products or services.
- Responding efficiently and accurately to callers, explaining possible solutions, and ensuring that clients feel supported and valued.
- Engaging in active listening with callers, confirming or clarifying information and diffusing angry clients, as needed.
- Building lasting relationships with clients and other call centre team members based on trust and reliability.
- Utilizing software, databases, scripts, and tools appropriately.
- Understanding and striving to meet or exceed call centre metrics while providing excellent consistent customer service.
- Taking part in training and other learning opportunities to expand knowledge of company and position.
- Adhering to all company policies and procedures.
- Must be flexible with night shift and roster

**Qualifications:**

To be considered for this position you will possess the following skills, attributes, and abilities:

- Graduate in any stream.
- Post Graduate and experience may be preferred.
- Proficiency with computers, especially with CRM software, and strong typing skills.
- Ability to ask prying questions and diffuse tense situations.
- Strong time management and decision-making skills.
- Adaptability and accountability.
- Should have excellent communication skill in English and hindi. Fluency in multiple regional languages may be desired.
- Should be below 40 years of age.