

## **CALL OFFICER**

**Job Description:** We are looking for a Call Centre Representative to handle calls from customers and provide support to them in any way possible. You will be required to work in a time-bound environment and ensure that customer service is provided to its best quality. You are responsible for meeting personal and our customer satisfaction.

### **Educational Qualifications:**

- Any Masters or Graduation/ Graduation in counselling or psychotherapy or geriatrics or social work.

### **Skills & Requirements**

- Excellent communication skills.
- Counselling.
- Telephone etiquette.
- Empathy.
- Listening skills.
- Patience and politeness with elderly persons.
- Decision making.
- Relationship building.
- Fluency in English, Language of the state and Hindi.
- Experience in working at any of the response systems/ health emergency. Connect Centre/other call centre.
- 3 years, preferably counselling experience or working with the elderly.
- Freshers are also welcome if found bright for not more than 50% of positions.

### **Work Responsibilities**

- Person will be responsible for attending the calls made to the helpline number.
- Person will be responsible to quickly assess the genuine/serviceable calls.
- Person will be responsible for responding to the calls made by the elderly to the helpline number.

- Person will be required to ask the right questions to validate the calls.
- Understand the requirements of the elderly persons and respond appropriately.
- Persons will be required to coordinate with concerned official or person to support the elderly who ever calls to helpline.
- Person will be required to ask the right questions to validate the calls.
- Understand the requirements of the elderly persons and respond appropriately.
- Person will be required, wherever necessary, to coordinate with the field teams Where actions are required to be taken on the ground and follow up for closure of action.
- Person will be required to create appropriate documentation, protocols, processes etc. for effectively handling the requests.
- Person will be required to generate necessary reports and case studies regarding the calls.

Gender - Both

Experience- 2 to 5 years

Salary- 10000 to 20000