

ABOUT FIRSTSOURCE

Firstsource Solutions is a leading provider of customized Business Process Management (BPM) services. Firstsource specialises in helping customers stay ahead of the curve through transformational solutions to reimagine business processes and deliver increased efficiency, deeper insights, and superior outcomes.

We are trusted brand custodians and long-term partners to 100+ leading brands with presence in the US, UK, Philippines, Mexico and India. Our 'rightshore' delivery model offers solutions covering complete customer lifecycle across Healthcare, Telecommunications & Media and Banking, Financial Services & Insurance verticals.

Our clientele includes Fortune 500 and FTSE 100 companies

Job Title: Customer Support Associate – International Chat & Upselling

Grade: H1/H2

Job Category: Senior Associate / Associate

Function/Department: Operations

Reporting to: Team Leader

Role Description: A CSA in this role responds to customer queries and provide resolution, support and assistance to the customers who send Chats pertaining to existing/new queries on services provided by the client. The Agent will play an integral role in improving the customer experience by providing fast, friendly and effective service with accurate and personal solutions to customer enquiries.

Roles & Responsibilities

- Revert on chats written by the customer on a variety of issues
- The Agent will have to present and sell company services to current and potential customers
- Update and process information accurately into the system(s)
- Resolve customer problems in a timely manner
- Take ownership & deliver on customer commitments
- Liaise with others within the process in the event where a customer query cannot be resolved at first point of contact
- Clear Communication - during all conversations with customers, uses simple English that delivers information and solutions in an easy manner
- Professional Focus - demonstrates a high level of personal and professional integrity when dealing with customers as well as treats all customers with empathy, respect and consideration.
- Ability to solve problems – look for solutions aligned to customer's perspective and deliver on all commitments
- Teamwork – consistently work together, trust each other and engage in constructive conversations for the good of the team

Key Results

- **External Performance Measurements-** ask relevant external groups to evaluate various program activities – usually through surveys of individuals within these groups – related to the services they have experienced
- **Internal Performance Measurements-** used to assess and monitor the internal operation of an organization.

ROLE HOLDER PROFILE

- A. Preferred educational qualifications:** Minimum SSC (10th) passed.
- B. Preferred work experience:** Fresher/Experienced with minimum 1 year of experience in a BPO/related industry
- C. Skills and Competencies**

i. Functional / Technical:

- Computer literate eg. Outlook, Word, Internet Explorer
- Typing skills: Process specific cut offs
- Good written English communication

ii. Behavioral:

- Professional & Courteous in mannerisms
- Ability to liaise with customers at all levels
- Ability to handle and resolve complex customer calls

D. Corporate Values

Must demonstrate Firstsource values – **REACCH** that acts as our north star, helping us achieve our goals in a uber competitive, digital-first world while meeting customer and investor demands for social responsibility.

Risk-Taking

Dare to go beyond

Challenge status quo every day. Be strategic. Be ambitious. Be resilient.

Execution Excellence

Strive to be the best

Collaborate, co-create and drive excellence.

Agility

Move ahead of time quickly

Stay nimble, adapt fast and learn constantly with a 'Digital First' mindset.

Customer First

Keep customers at the heart of every action.

Credibility

Instil trust, confidence and accountability

Seek answers rooted in 'what's right' and not 'who's right'.

Humaneness

Be fair, respectful, transparent and sensitive

Care for your community; act responsibly towards environment.