

Heramba Chandra College
23/49 Gariahat Road, Dhakuria , Kankulia , Kolkata 700029, West Bengal
, India
Placement Notice

Date: 25th March 2025

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.

Roles & Responsibilities (Indicative not exhaustive)

- Deliver excellent customer service within shifts assigned including prompt resolution of customer related issues, complaints, enquiries or challenges.
- Should be abreast of all the key process related updates, SLAs, individual performance eventually contributing to team Performance.
- Grasp, comprehend & clear the training period with relevant tollgate scores.
- Attend all team briefing/meetings/coaching on a timely basis.
- Be knowledgeable of regular process changes provided.
- Seek guidance from Team leader/management and escalating when necessary or genuine needs arise.
- Maintain regular, reliable performance and attendance, including the daily schedule as assigned.
- Adhere to Company Code of Conduct & policies laid by the HR
- Handle inbound or outbound calls, chats, emails or data from customers (depending on process assigned)
customer Understands the reasoning behind decisions that are made.
- Act as a team player and coordinate work respectfully with fellow members in co-ordination.

Job Overview: CTC: 2.90LPA-3.20LPA

- **Designation:** Customer Service Trainee
- **Job Title:** International Voice Process
- **Job Location:** Mumbai, Hyderabad, Bangalore, Chennai (Students can

choose their preference)

- **Work Set-up:** Work from Office
- **Shift:** Rotational, 5 Days Working
- **Eligibility:** Graduate (Fresher/BPO Experienced)
- **Language Requirement:** Excellent Communication Skill is mandatory

Registration Link: <https://forms.gle/pxfsnNFjQzoq35x49>

Please note an **Application Requirement: A video resume upload is mandatory** for this job application.