



**Indira Gandhi National Open University  
Campus Placement Cell  
Maidan Garhi, New Delhi-110068**

**Campus Placement Drive for Globiva**

**At**

**Convention Centre, IGNOU Campus, Maidan Garhi, New Delhi-110068.**

**On**

**Dated : 23<sup>rd</sup> February 2024**

**(Reporting and Registration: 9.30-10.30am)**

**(Pre-placement talk: 11.00 am)**

**Job Description & Details**

**Positions**

**Name of the Company – ARCIS – E SERVICES PVT. LTD.**

1. TELE- CALLERS  
6 Days Working  
14 – 20 CTC  
(0-1 Year)
2. REGIONAL CALLER (Odia/Telugu)  
6 Days Working  
Odia-15 CTC  
Telugu -25CTC  
(0-1 year experience)

Incentive upto 3K

Note -Fully Vaccinated Candidates.

**Nature of Employment**

Permanent

## **Key Responsibilities**

### 1. Customer Support

- Maintaining a positive, empathetic and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Ensure customer satisfaction and provide professional customer support.

### 2. Tele Sales:

- Contact potential or existing customers to inform them about a product or service using scripts
- Answer questions about products or the company
- Ask questions to understand customer requirements and close sales
- Direct prospects to the field sales team when needed
- Enter and update customer information in the database
- Take and process orders in an accurate manner
- Handle grievances to preserve the company's reputation
- Go the "extra mile" to meet sales quota and facilitate future sales
- Keep records of calls and sales and note useful information

### 3. Retention Executive:

- Management and resolve customer complaints
- Identify and escalate issues to supervisors
- Provide product and service information to customers
- Retain existing Customer of company

### 4. Backend:

- Resolve customer quarries over mail or chat
- Handle all the quarries over mail and revert in time
- Retain the customer
- Provide and coordinate with customer over mail or chat regarding company product a policies

### **Key Skills**

- Candidates who have good communication and interpersonal skills
- Should possess good listening skills
- Ability to think quickly to make a recommendation or solution to the customer's problem
- Soft skills are important and other attributes like MTI should be taken care of
- Basic computer knowledge
- Language: Fluent in English and Hindi

### **Salary & Incentives**

1.7 LPA TO 3.0 LPA

### **Work Experience**

0-1 Year

### **Academic Qualification**

Graduate or Pursuing Graduate

### **Age**

18 yrs. to 27 yrs.

### **Posting Location**

Infotech Centre, 5<sup>th</sup>, Old Delhi Gurgaon Rd, Dundahera Village, Gurugram, Haryana 122016

### **Career Path**

Customer support executive, Team Leader

### **Selection Process**

Group Discussion, Interview

### **IMPORTANT NOTE:**

- A brief introductory session (Pre-placement-talk) highlighting company profile, job requirements, CTC etc. will be conducted before the placement drive.

- Applicants are required to carry
  - **two copies of their updated Resume/CV and IGNOU ID Card (two copies)**
  - 2 Passport size photograph
  - **KYC docs** - Pan Card and Adhar Card
  - **Education docs** – Academic Certificate and Vaccine Certificate
  - **Employment proof( if any)**- Previous offer letter if working  
Last 3 Month Salary slips
  - The selection process may continue till late evening. Applicants are advised to come prepared to stay till late evening.
- ☒ **Applicants reporting after 11.00 AM shall not be allowed to participate in the Placement Drive. For more information and registration for placement**

Call between 10:30 AM to 6 PM

Email ID on which candidates can send mail- [ayushiasthana.dts@gmail.com](mailto:ayushiasthana.dts@gmail.com)

Contact persons from Company: 1. Ayushi Asthana - 6391406740  
2. Nitesh Khandelwal - 7827871057

Contact persons from IGNOU.

Director (CPC) IGNOU office Phone No. 011-29571114

**Director  
Campus Placement Cell**