



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

**Campus Placement Drive for Arcis-E India Pvt. Ltd.  
At Convention Centre, IGNOU Campus,  
on 23.10.19 at 9.30 am.**

**(Reporting and Registration: 9:30-10:30 am)  
(Orientation Programme: 10:30 am)**

## **Job Description & Details**

### **Positions**

**Retention Executive**

### **Nature of Employment**

**Life Insurance**

### **Number of Vacancies**

**50**

### **Key Responsibilities**

- Management and resolve customer complaints
- Do outbound call to the customers.
- Identify and escalate issues to supervisors
- Provide product and service information to customers

### **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 is important and other attributes like MTI should be taken care of
- Basic computer knowledge
- Language: Fluent in English and Hindi

## Salary & Incentives

2.0 to 3.0 LPA CTC Plus attractive incentive plan.

## Work Experience

Fresher's can also apply

## Academic Qualification

Any Graduate/ undergraduate.

## Age

20-25 yrs

## Posting Location

Gurugram

## Career Path

Retention Executive ⇨ Assistant Team Leader ⇨ Team Leader ⇨ Ass.Manager ⇨ Manager

## Selection Process

- Resume Screening
- Face to Face Interview
- Telephonic Interview
- Secondary face to face interview in office if required
- Job Offer

## **IMPORTANT NOTE:**

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

The Students are required to carry a copy of **IGNOU ID and two copies of their updated Resume/CV** at the time of registration.

Note: Students **must carry original IGNOU ID card**. Students not having copy of IGNOU ID card will not be allowed.

**For more information and registration.**

Call (between 9.30 AM to 6 PM)

(i) Mr. Nitesh / Mr. Chetan at. 7827871057 / 9717221921 from company side.

and/or

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

**(B.B.Khanna)**  
**Director**  
**Campus Placement Cell**