

Indira Gandhi National Open University

Campus Placement Cell

Maidan Garhi, New Delhi

**Campus Placement Drive with Hindustan Global Services (HGS) on
April 07, 2017 at Convention Centre, IGNOU Campus**

Job Description

HSG is a Leader in Optimizing the Customer Experience and Helping Clients to Become More Competitive. HGS Provides a Full Suite of Business Process Management Services from Marketing and Digital Enablement Services, Consumer Interaction Services to Platform Enabling Back Office Business Services.

The description of the present openings is as follows:

Company: HGS – Hindustan Global Services

Position: Customer Support - Voice

Vacancies: Location Noida

Qualification: **Final year students of (BA, B.Com, B.SC, BSW, BTS, BCA) and pursuing PG in (MEG, MSW, M.Com and MTM)**

Competencies Required: Good communication skills, Self-motivated, Providing resolution to Customers on Technical queries.

Remuneration: Between INR 2.39 LPA - INR 2.62LPA

Principal Accountabilities (Key Result Areas)

- Handling incoming Calls
- Providing resolution to Customers on Technical queries.
- Ensure that the required Service Level Agreements (SLA's) are met.
- Participate in coaching's, reviews and training assessments & personnel in conjunction with department managers.

Standards for Measuring Success

- Customer Satisfaction
- Meeting required average handle time
- Quality scores.

□ Key Skills

- Excellent Communication skills
- Language 1 – English Proficiency Level- Excellent
- Has fully operational command of the language with only occasional unsystematic inaccuracies and inappropriacies. Handles complex detailed argumentation well.
- Language 2 – Hindi/English
- Ability to work under extreme pressure
- Use of call center terms and vocabulary.

Location and Shift Timings

- Noida
- Predominantly day shift

Transport

- One way Transport – Between 10 PM and 6 AM.
- Shuttle Service Available during day hours

A brief introductory session of the company highlighting company profile, job requirements, CTC etc. will be conducted before the placement drive.

Important Note

- Students are required to carry a copy of their resume at the time of interview.
- The students have to join immediately as this is an urgent opening.
- The list of selected students will be declared at the end of day. The candidates will be issued an offer letter after they submit their documents for verification.
- Candidates are required to carry the following documents on the date of interview: an ID proof, Address proof, 2 passport sized photographs, mark sheets and certificate of X, XII & Graduation.

For further information, please contact Mr. Hitesh (+91-7840059090) or Mr. Shazer (+91-7838872778).

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