



### **Job Description**

**Designation** : Call Centre Executives (Voice & Chat)  
**Job Location** : New Delhi - Jasola District Centre  
**Company Website** : [www.tlcgroup.com](http://www.tlcgroup.com)

### **Key Responsibilities**

1. Managing incoming calls and customer service inquiries.
2. Identifying and assessing customers' needs to achieve satisfaction.
3. Ensure 100% customer satisfaction and focus to increase renewal sales conversation rate.
4. Ticket Management, Escalation tracking and reporting
5. Generating sales leads that develop into new customers.
6. To work on Chat, Voice and Email process on Salesforce Service Cloud.

### **Desired Skills**

1. 1-2 years of experience in inbound sales, customer relation and retention in the BPO industry.
2. Good written and verbal communication skills in English.
3. Proactive, confident and a self-motivated individual.
4. Ability to use blended process to retain customer.