

## TERMS OF REFERENCE

<b>Job holder name:</b>	<b>Designation:</b> Contact Center Agent
<b>Job grade:</b> A3	<b>Reports to:</b> Officer In-Charge, Marketing & Customer Service Division

**Job purpose** {define the key aspects of the role briefly – why does the job exist?}

- Maintain and improve quality results by adhering to standards and guidelines.
- Responsible for providing exceptional customer service including efficient and accurate information to customers over phone call.

**Key responsibilities** {define the key responsibilities of the job}

1. Answer calls as well as assist customers who have specific enquiry regarding any of our products and services.
2. Provide personalized customer service of the highest level.
3. Always be polite and respectful to the callers
4. Refrain from exhibiting any unprofessional behavior (Side talk, eat, chew, drink, giggle, laugh, mock) on calls as well as on floor.
5. Maintain and follow the quality parameters of the Contact Center on every call.
6. Capture as well as interpret basic customer information.
7. Report to the shift supervisor when the issue is resolved for up-dation in Supervisor's record on daily basis.
8. Send all the call reports to the shift supervisors on time without any delay.
9. Maintain Complaint redressal ageing report and update the same on daily basis.
10. Monitor the ATMs on CAMs and inform the JCs on failure of the ATMs between 8am to 8pm within 10 minutes and send the report to the shift supervisor at the end of the shift.
11. Ensure all the pending reference number issues are forwarded to supervisor while on leave or on weekly off.
12. Demonstrate flexibility for shift adjustments and for taking feedbacks from the supervisors.
13. Build customer's interest in the services and products offered by the company.
14. Adherence to Contact Center SOPs and policies of the Bank.
15. Any other task assigned by the supervisor and the management.

**Areas of contribution** {define the key areas of performance measurement}

- Quick redressal of Customer complaints
- Achievement of CSI

- Building image of the Company
- Marketing of products and services on call

**Authorities & decision making** {define the key authorities implicit to the job but not financial responsibilities}

Follow up all the issues as per the define TAT and initiated to provide reference number to the customers for follow up purpose.

### Experience & knowledge required

**Qualification:** As per announcement criteria.

**Experience:** As per announcement.

**Skills:**

- Sound computer knowledge
- Possess an excellent typing skills
- Good written and spoken English
- Calm and patient temperament
- Problem analyzing and solving skills
- Ability to work under pressure
- Warm and friendly personality

### Complexity & judgment

- Managing customer complaints and timely redressal
- Being a team player

**Approvals** {signatures in this section denote agreement to the job description}

Designation	Signature	Date
Job Holder		
Immediate supervisor		
Human Resources		

Corporate Support Service Department

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