



JOB DESCRIPTION

Designation: Transaction Support Executive or Call center

Job Description:

- 1st level helps desk support for MyCityOnClick merchants (answering calls & email tickets).
- Escalate issues according to their severity / priority and liaise with other departments where necessary.
- Ensure regular follows up calls and emails until issue resolution.
- Rotational shifts including night shift.

Required skills:

- Candidates must possess a Bachelor degree with 1 to 3 years of experience in handling inbound calls/emails and resolving queries.
- Ability to handle clients professionally during all interfaces.
- Ability to interpret and handle complex queries.
- Excellent interpersonal and convincing skills
- Self-motivated, result-oriented and organized.
- Must be a team player with excellent communication skills, both written and verbal.
- Must be able to prioritize among the many tasks assigned, exhibit excellent judgment and work independently.
- Basic knowledge in computer applications.
- Knowledge of Hindi is an added advantage.