

Job Description – Customer Service Representative

Overview

- Excellent communication skills
- Flexible, adaptable, proactive and self-motivated
- Identify and assess client's requirement to address their queries effortlessly
- Follow communication procedures, guidelines, and policies
- Ability to take quick decisions and respond to client inquiries
- Ability to multi-task, prioritize, and manage time effectively
- Adherence to quality and compliance guidelines
- Strong telephony etiquettes (verbal & active listening skills)
- Take the extra mile to engage with clients
- Client orientation and ability to adapt/respond to different types of changes
- Developing long-term relationships with clients through managing and interpreting their requirements.
- Build sustainable relationships and trust with client accounts through open and interactive communication
- Candidates with good knowledge of internet applications, MS-Word and MS-Excel will have an added advantage
- Willing to work in a 24/7 environment – in different time zones/ late-night shifts and adhering to ADP's work-in-the-office requirement.

Looking for:

- Graduates from any stream – B. Com/ BBA/ B.Sc./ BA (passing out in 2024 only)
- 65% aggregate throughout academics – with no backlogs
- Flexible for night shifts

What we offer:

- CTC INR 3.00 lacs (includes 12% variable component paid prorated as a lumpsum in April every year)
 - Shift Allowance (US/UK/ANZ shifts)
 - Insurance coverage of 5 lacs for self and dependents (can be increased upto 20 lacs per additional premium)
 - Transport facility (US/UK/ANZ shifts)
 - Higher Education Assistance after one year
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Why ADP?

Established
1949

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We help organizations around the world work better. Smarter. Happier.

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Work is not just work anymore. It's where friendships are made, challenges are met and achievements are recognized. ADP is the place that does all of that plus gives you the tools to develop your skills and talents to be successful.

From technical architect to talent management, business intelligence to business development, new products to new markets, whatever you do well, there's a place for you here.

At ADP, we're not just thinkers. We're doers. We encourage you to max out your creativity and put your ideas to the test. We create experiences, products and services that people love using everyday. After all, to be the best, we need to hire the best — searching out industry-leading professionals from all backgrounds and experiences. That's where you come in.

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We believe healthy associates are happy ones. We're not just talking about your annual physical, although our medical benefits are good, too. We want you to be the best version of yourself, so not only will you be your best here, but outside of work too. With us, you can:

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Corporate culture woven from highly diverse perspectives and insights.

Balance work and personal time.

Resources and flexibility to more easily integrate your work and your life.

Become a certified "smarty pants."

Ongoing training and development opportunities for even the most insatiable learner.

Be a part of something bigger.

Volunteer events that support giving back to our communities.

...and much more, just ask!

What to tell your friends & family...

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Avtar & Working Mother

Best Outsourcing Service Provider

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