



On-Campus: 2017 - 2018

JOB PROFILE (Incl. Skills Required)

1. Voice/Customer Support:

- a. Excellent communication skills in English
- b. Willingness to work in a 24/7 work shift
- c. Open to Night Shifts
- d. Work location* – Uppal or Pocharum or DLF (Gachibowli)

2. Tech Support:

- a. Excellent communication skills in English
- b. Knowledge of Operating Systems, Networking, MS Office
- c. Willingness to work in a 24/7 work shift
- d. Open to Night Shifts
- e. Work location* – Uppal or Pocharum or DLF (Gachibowli)

3. Finance and Accounting:

- a. Good communication skills in English
- b. Good accounting knowledge
- c. Willingness to work in a 24/7 work shift
- d. Open to Night Shifts
- e. Work location* – Uppal or Pocharum or DLF (Gachibowli)

4. Genpact Training Academy (GTA) :

- a. Good communication skills in English
- b. Open to work for Voice/Tech Support/Customer service
- c. Willing to sign one year Service Agreement
- d. Willingness to work in a 24/7 work shift
- e. Open to Night Shifts
- f. Work location* – Uppal or Pocharum or DLF (Gachibowli)

(This is a hire, train and deploy model, we select the candidates who are trainable, train for 6 weeks, there shall be a mid-assessment after 3 weeks and a final assessment post 6 weeks, initially hired at Rs1.35 lakhs p.a., and salary shall be revised based upon completion and upskilling to excellent communication skills, on the final outcome to the maximum of Rs.1.8 Lakhs as applicable)

*Work location is based on the availability of vacancies at various locations at the time of Joining.



Basic Information

Type of JOB Profile & SALARY RANGE	<p>: <u>VOICE :: Tech Support/Customer Service:</u></p> <ol style="list-style-type: none">1. Training Rs.1.35 & 1.5 Lakhs revisable to Rs.1.80 p.a., post Successful completion of communication skills training.2. Rs.1.8 Lakhs pa for Good Comm. Skills in English3. Rs.2.0 Lakhs pa for Best Comm. Skills in English <p>: <u>FINANCE Based:</u></p> <ol style="list-style-type: none">1. Rs.1.35 Lakhs pa for Avg. Comm. Skills in English2. Rs.1.5 Lakhs pa for Good Comm. Skills in English3. Rs.1.8 Lakhs pa for Best Comm. Skills in English
INCENTIVES RANGE	: Rs 0 – 6000/- per Month in addition to the above
IMPORTANT NOTE	: In addition to the above mentioned salaries, we shall also have the performance based Variable incentives per month + Annual Bonus, for Example for top performer: Fixed Pay Rs 2 lakhs + 72,000 (6*12) incentives = Rs 2.72 lakhs + Annual Bonus
STREAMS ELIGIBLE TO APPLY	: All Final year students – Any Graduation or PG
SELECTION PROCESS	: 3-4 rounds of interview (JAM session, written test & 1-2 interview rounds)
PROVISIONAL SELECTIONS	: Are subject to final Operations round at Genpact, Uppal office post final exams.
APPROXIMATE DATE OF INDUCTION	: Post completion of exams
DOCUMENTS TO BE CARRIED	: Resume, Copies of SSC/10th Inter & Govt. ID Proof
RECRUITMENT DRIVE DATE	: 27-Oct-2017



Interview Procedure:

1. JAM (Just-A-Minute) Session:

- Topic to be given on the spot.

2. ISPEAK(Telephonic Communication skills Assessment) – Stages:

- Introduction (About yourself, Aims/Goals, Strengths & Weaknesses, Hobbies etc.)
- Free speech – (speak about the randomly given topic for about a Minute or more)
- Reading exercise – Pronunciation/Rate of Speech/Voice Modulation/Punctuation etc.,
- Information about “Customer Service” - experience on good/bad customer service.

3. HR – To check candidate’s interest to join Genpact.

Mandatory Documents to be carried by the Candidates for interview :

- Resume - Printed
- One Passport size photograph
- Xerox Copy of 10th, Intermediate, Degree for PG students & Govt. issued photo ID proof.
- Copy of Address Proof(Passport/Aadhar Card/Voter Id)