



<https://govhelp.in/job/call-center-representative-vi-recruitment-2023-in-kolkata-haridevpur/>

## Call Center Representative – VI Recruitment 2023 In Kolkata, Haridevpur

**Hiring organization**  
VI

### Job Location

Haridevpur, 700082, Kolkata, West Bengal, India

**Date posted**  
June 2, 2023

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**Valid through**  
31.12.2025

### Base Salary

USD. 11,000 - USD. 17,000

**APPLY NOW**

### Qualifications

12th Pass, Graduation.

### Employment Type

Full-time

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### Description

## VI Recruitment 2023

Job Title: Call Center Representative

Location: Kolkata, Haridevpur

Job Description:

VI, a leading telecommunications company, is seeking enthusiastic and customer-focused individuals to join our team as Call Center Representatives. As a Call Center Representative, you will be the first point of contact for our customers, providing them with excellent service and resolving their inquiries and concerns. This is a fantastic opportunity to be part of a dynamic team and contribute to the success of VI in delivering exceptional customer experiences.

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**VI Jobs Near Me**

### Responsibilities:

1. Customer Support: Answer incoming customer calls promptly and professionally, addressing their queries, complaints, and requests effectively. Provide accurate and timely information about VI's products, services, billing, and technical support. Strive to ensure customer satisfaction by resolving issues and concerns in a courteous and efficient manner.

2. **Troubleshooting and Issue Resolution:** Diagnose and troubleshoot customer issues by actively listening, probing, and gathering relevant information. Escalate complex or unresolved issues to the appropriate department or supervisor for further assistance. Utilize available resources, tools, and knowledge base to resolve customer problems and ensure a positive resolution.
3. **Documentation and Record-Keeping:** Maintain accurate and detailed records of customer interactions, inquiries, complaints, and actions taken. Enter and update customer information in the CRM system accurately and promptly. Generate reports and provide feedback to the team or management on recurring issues, trends, and improvement opportunities.

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#### VI Careers

#### Qualifications:

- Excellent verbal and written communication skills in English and the ability to convey information clearly and effectively.
- Strong customer service orientation with a passion for helping people and providing outstanding support.
- Active listening skills to understand customer needs and concerns and offer appropriate solutions.
- Patience, empathy, and a calm demeanour to handle challenging or irate customers with professionalism.
- Basic technical knowledge and computer literacy to navigate systems, access information, and perform data entry tasks.
- Multitasking abilities to manage simultaneous customer interactions and handle multiple tasks efficiently.
- Problem-solving and decision-making skills to resolve customer issues within established guidelines.
- Flexibility to work in shifts and adapt to changing schedules based on business requirements.

#### Important Links

**Find the Link in [Apply Now](#) Button**

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