**SharesVault Job Openings**

**JOB TITLE: Call Center Executive**

**REPORTS TO: Sales Manager**

**DEPT: Sales Division**

**SUPERVISES:** none

JOB SUMMARY

Answer incoming calls from customers to answer inquiries and questions, handle complaints, troubleshoot problems and provide guidance.

##### REPORTING RELATIONSHIPS

Call Center executive report to Sales Manager

DUTIES & ESSENTIAL JOB FUNCTIONS

* Answer calls professionally
* Respond to customer inquiries
* Research required information using available resources
* Handle and resolve customer complaints
* Provide customers with product and service information
* Enter customer information
* route calls to appropriate resource
* Follow up customer calls where necessary
* Complete call logs
* Produce call reports

##### QUALIFICATIONS

Minimum 1 years experience in BPO sector

##### REQUIRED

Minimum 1 years experienced person with Graduation and fluent English communication

##### PREFERRED

Good knowledge of Finance domain is preferred