

Position	SM/Manager Customer Service Retail Broking
Job Description / Responsibilities	<ul style="list-style-type: none"> ➤ Should make sure Adherence of Service Delivery is maintained by the team and all Customer Interactions are catered within the TAT ➤ Manage the operations of the floor and control Abundancy ➤ Should also deliver by getting Cross/upselling initiatives from the team ➤ Conduct On-the-Job training to ensure appropriate knowledge transfer and high customer service skills in alignment with call center trusted partner philosophy ➤ Assess training needs of agents & Design, develop and conduct trainings as per the requirement ➤ Facilitate training programs for new and existing agents using a variety of instructional techniques and formats, such as role play, simulations, etc. ➤ Take initiative in operations as well & adds value by giving quality inputs for process improvement on regular intervals ➤ Participate in QMS management review meetings ➤ Screens incoming & outgoing calls/ emails to ensure quality, customer service & adherence to process. ➤ provides feedback to assist in creation of Quality standards & performance improvement goals ➤ Communicates both ways to management as well as to operations & Quality with valuable feedback on timely basis in case of any deviations noticed ➤ Take initiative in operations as well & adds value by giving quality inputs for process improvement on regular intervals ➤ Participate in QMS management review meetings
Job specific skills	<ul style="list-style-type: none"> ➤ Monitor live calls to provide appropriate coaching to agents ➤ Conduct coaching sessions with trainees and supervisors to achieve high performance levels ➤ Undertake internal/External Quality Audits ➤ Identifies the gap between policies & process & recommend the corrective action plan to bridge the gap between same ➤ Conduct call calibrations on regular basis to check whether the agents are using the right process to answer customer queries ➤ Helping to develop and implement a customer service policy for an entire organization ➤ Escalations Management

Educational Qualification	➤ Graduate/Post Graduate from recognized Universities.
Min. Experience	Minimum 4 to 5 years
CTC Offered	Compensation will not be limiting factor for the right candidate and will be discussed on a case-by-case basis.
Location of Posting	Mumbai
How to Apply	Applications should be submitted on our email careers@bobcaps.in Please mention "Application for the post of SM Manager Customer Service Retail Broking " in the subject. Applications with any other subject will not be accepted.
Website	www.bobcaps.in
Contact Person	Ms. Trilby D'monte
Contact Number	022 – 61389300
Last Date of Application	31 st May 2023