



# AMITY TECHNICAL PLACEMENT CENTRE

DELHI | GR. NOIDA | GURUGRAM | GWALIOR | JAIPUR | LUCKNOW | NOIDA

## **Campus Recruitment - 2018 Passing Out Batch** **( Only For Unplaced Students)**

<b>Company</b>	18015  (Company Name & Ranking will be disclosed during PPT. )
<b>Batch</b>	<b>2018 Passing Out Batch</b>
<b>Date of Campus</b>	20 <sup>th</sup> Feb 2018
<b>Time</b>	Will be Informed Later
<b>Venue</b>	Will be Informed Later
<b>Job Title</b>	Customer Service & Operations Analyst
<b>Eligible Degrees</b>	B.Com / BBA
<b>Eligibility Criteria</b>	No Percentage Criteria
<b>Location</b>	NCR
<b>Compensation (CTC)</b>	2.46 LPA
<b>Job Description</b>	This role requires the individual to deliver successful customer/business outcomes, by processing/authorising/investigating all transactions to defined Key Performance Indicators (KPIs) and Service Level Agreements (SLAs) and/or by accurately collecting the required information from customers/business. They actively participate in initiatives to improve customer service, processes and procedures
<b>Roles &amp; Responsibilities</b>	<ul style="list-style-type: none"><li>• Processing performed accurately by you as per approved Process/Procedure manuals within agreed Turn Around Time/SLAs</li><li>• Investigate queries accurately and raise with the relevant parties without delay and escalated where needed</li><li>• Support process training and knowledge sharing within the team</li><li>• Recognizes and escalates issues and seeks advice when faced with non-standard issues/problems.</li><li>• Capture and collate MI as required according to recognised processes and practices</li><li>• Complete all mandatory training/accreditations as applicable to your role and your team</li><li>• Support improving team and customer performance by Role modelling Core Service Behaviours, Our Standards and adoption of Determined to Lead tools and techniques</li><li>• Suggest areas of customer/business focused improvement in their daily processing and escalate appropriately</li><li>• Review manual or ineffective processes which could be automated, or enhanced, to enable the provision of superior customer/business experience/service</li><li>• Review processing errors and customer complaints to identify trends and training needs</li><li>• Comply with Our Code. Additionally, use the 'Yes' check to guide and</li></ul>

	<p>support decision-making.</p> <ul style="list-style-type: none"> <li>• Own, manage and supervise the risks which exist in the business area, ensuring mechanisms are in place to identify, report, manage and mitigate risk within a defined Risk Appetite, working in conjunction with the 2LOD</li> </ul>
<b>Recruitment Process</b>	<p>PPT Group Discussion Online Test Interview</p>
<b>Documents Required</b>	<p>a. Campus ID Card : Mandatory b. College ID Card : Original as well as Photocopy c. Passport Size colour Photos : Five in Numbers d. Photocopies of all Mark sheets : X, XII, UG (All Semesters) e. Updated Resume : Two in Numbers f. A4 sheets for rough work : Five in Numbers g. Stationery items : Stapler, Glue Stick, Pen, Pencil, Eraser etc</p>
<b>How to Apply</b>	<p style="text-align: center;"><a href="#"><u>CLICK HERE</u></a></p> <p>( Last Date to apply for this placement drive is 19<sup>th</sup> Feb 2018 by 11:00 AM.)</p>

**My Best Wishes are with you!**

**Prof. Dr. Ajay Rana**  
**Advisor**