



JOB DRIVE DETAILS	
<b>Recruiting Organization Name</b>	(mPokket)
<b>Job Role</b>	DIGITAL CUSTOMER SPECIALIST
<b>Job Location</b>	PS Srijan Corporate Park, Retail Unit - 802, Tower - 1, Plot - G2, Street No. - 25, GP Block, 8th Floor, Saltlake, Sector - V, Kolkata - 700091 (Landmark - Near RDB Cinema Hall)
<b>Total Number of Openings</b>	100
<b>Gender</b>	Both
<b>Qualification</b>	12th pass or Graduate
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Manage users by answering product and service-related questions to ensure excellent service standards</li> <li>• Maintain high user satisfaction. DCS will be the voice of mPokket interacting with our users, to solve product and service issues.</li> </ul>
<b>Experience</b>	0-3 years of prior work-experience in the field or in a related area, Prior work-experience in a BPO / Contact Center (Voice Process - Outbound and Inbound 'preferred')
<b>Min. &amp; Max. Age</b>	18- 32

<b>Salary</b>	CTC: INR 14,000 per month to INR 18,000 per month (Inclusive of PF and ESI benefits)
<b>Documents Need</b>	All education documents & Adhaar Card would be verified with original documents.
<b>PF + ESI</b>	Yes
<b>Facilities</b>	Other Compensation Benefits: Individual Performance based Incentives
<b>Weekly Leave</b>	Yes
<b>Spl. Criteria</b>	Should be 'Fluent' in English and/or Hindi.
<b>Shift Timing</b>	Office Timing: 8 AM to 9 PM, Flexible / Comfortable to work-in 'Rotational Shifts' (9-hour 'shift' pattern)
<b>Interview Location</b>	Present Interview Address - P-5, Kasba Industrial Estate, Phase - III, Kolkata: 700107 Landmark:- Anadapur Road, Rubi General Hospital More
<b>Carry the following Documents</b>	CV with Formal Dress **Selected candidates should stay/relocate (preferably) within 30 Kms. from the office (Salt Lake, Sec. V)
<b>Contact Person</b>	Jaydeep Roy: 8276042424 Kritika Bhattacharya: 9580700488