

RECRUITMENT OF TELE-CALLERS
FOR RHFL, CORPORATE OFFICE, CHENNAI

WALK-IN INTERVIEW AT RHFL Corporate Office, Chennai

POST CODE : Tele-callers - Chennai - May 2022
POSITION : **Trainee (off Roll)**
LOCATION : **Chennai**

Profile:

Experience in Tele calling and Customer Service.

Eligibility and other terms and conditions:

- Candidate must be a Graduate.
- Should possess good communication skill/proficiency in minimum 1 language besides Tamil & English. Proficiency in Hindi (speaking) will be an added advantage.
- Age preferably not more than 30 years (as on 31.05.2022)
- 3-5 years' of experience in the related field is desirable.
- All appointments are subject to satisfactory reference / background verification.
- Candidates terminated by any previous employers are not eligible to apply.
- Location change request will not be entertained.
- The position will always remain Off-Roll.
- Early joining will be preferred.

Job Description:

- Attending to and taking care of Customer calls of RHFL (viz., welcome call to new customers/clients, recording feedback, attending to all grievances & queries of Customers etc.,)
- Handling Customer grievance received under various modes (calls, mails, letters, direct visit etc., directing/following-up/ through concerned verticals for its timely redressal.
- Maintaining proper track record of all the activities (welcome call, feedback, grievance/queries, redressal status etc.,
- Rendering prompt and best Customer service and assist in time bound customer grievance redressal process.
- Any other office routines/administrative works as assigned from time to time.

Key Competencies Required

- Good communication skill - verbal and written
- Negotiation & Interpersonal skill
- Multitasking ability
- Planning and organizing skill
- Proficiency in MS Word/ MS Excel/ MS Power point

Tele-callers Appointment & Stipend

- **Selected candidate shall be appointed on a contractual basis as Trainee (off roll) for 1 Year and paid a consolidated stipend of Rs. 1.44 lakhs per annum (Rs.12000/month). No other benefits eligible.**
- Annual renewal- Renewal of contract at the end of 1 Year of service, subject to performance appraisal with reasonable hike in stipend as decided by the appropriate Authority.
- The engagement is purely as a Trainee and it will not entitle the trainee to any permanent employment / regular job in this Company during or after completion of contract period or to any of the benefits/ privileges available to the regular staff members of the Company. It is expected that the trainee would reside near the place of posting so that commuting would not hinder daily activities.
- The appointment will be on a contractual basis, subject to renewal every year based on performance. However, the Company may at its discretion to terminate the contract at any point of time without assigning any reason and without any prior notice.

HOW TO APPLY/ ATTEND THE INTERVIEW:

Eligible candidates are requested to attend a **WALK-IN INTERVIEW** with all original testimonials and pay slips for the last 3 months along with 1 set of photocopy of all documents, 2 colour passport size photos, KYC documents (Aadhar card and PAN card) and 2 sets of duly filled in Bio-data as per enclosed format at the following venue on stipulated date & time:

DATE OF REGISTRATION:	30.05.2022 (Monday) (to be done over phone)
DATE OF INTERVIEW:	31.05.2022 (Tuesday)
TIME:	10.00 AM to 05.00 PM (as per allotted time)
VENUE:	Corporate Office, Repc Home Finance Limited., 3rd Floor, Alexander Square, New. No. 2, Sardar Patel Rd, Guindy, Chennai 600 032. Contact No.7823942862

Registration Process:

The candidates are advised to register their names on 30.05.2022 (Monday) over phone between 10.00 AM to 05.00 PM.

For Registration – Contact No. 7823942862, in order to attend the interview on 31.05.2022 (Tuesday) in the above mentioned venue and allotted time slot (which shall be indicated at the time of phone registration along with registration number).

The candidates are advised to strictly follow the time slot allotted to them. In case, if they fail to attend the process in the allotted time slot then their candidature may not be considered.

The candidates should adhere to all the necessary COVID protocol on the date of the interview.

The Company reserves the right to accept/reject any/all candidates and/ or modify any of the eligibility conditions without assigning any reason or even abandon the recruitment process. The Company also reserves the right to offer suitable cadre/emoluments to candidates as per its own discretion depending on profile, past experience and performance in the selection process etc. No further communication/ correspondence in this regard will be entertained. Bringing external influence will lead to disqualification.

For eligible candidates of Repco Group of institutions (other than RHFL), NOC from the Competent Authority has to be obtained before applying for the above position.

