

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

POST CODE : Telecallers (Hindi) - Chennai - Nov 2022
POSITION : **Trainee (off Roll)**
LOCATION : **Chennai**

Profile:

Experience in Tele calling and Customer Service.

Eligibility and other terms and conditions:

- Age preferably not more than 30 years (as on 01-11-2022)
- Candidate shall preferably possess Graduation degree.
- Proficiency in Hindi (speaking & understanding) is must. Fluency in Marathi/ Gujarathi besides Hindi will be an added advantage, besides working knowledge of Tamil & English.
- 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.
- Selected candidates would be required to join within 15 days.

Job Description:

- To make time bound calls to customers reminding them on due or overdue payments/ charges and ensure regular follow up.
- Promptly attend/ deal with the grievance/ representation/ queries raised by the customers during the follow-up calls and lead through concerned verticals for its timely redressal.
- Maintaining proper track record of all call reports and submission of periodical reports.
- Any other office routines/administrative works as assigned from time to time.

Key Competencies Required:

- Good verbal communication skill in Hindi
- Proficiency in MS Word/ MS Excel/ MS Power point

Tele-callers Appointment & Stipend:

- Selected candidate shall be appointed on contractual basis as Trainee (off roll) for 1 Year and shall be paid a stipend of Rs.15000/- per 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 (Off-roll) 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:

Eligible candidates are requested to apply only as per the enclosed bio-data format (along with NOC if applicable and with detailed CV). Applications shall be sent by post/ courier. Applications sent without the Bio Data format/ sent by any other mode or by hand will not be considered.

Applications in a sealed envelope super-scribing the **“Application for the post of Telecallers (Hindi) - Trainee (Off Roll) - November 2022”** shall be forwarded to the address as given below to reach the addressee **on or before 5 pm on November 25, 2022:**

By Post/ Courier to:

The Assistant General Manager (HR)
Repc Home Finance Limited
3rd Floor, Alexander Square
New No. 2/Old No. 34 & 35
Sardar Patel Road, Guindy
Chennai- 600 032.

Applications received after due date and without prescribed Bio Data format or through any other mode/ by hand except by post/ courier will not be considered.

The shortlisting will be done as per the prescribed criteria and as per management discretion depending upon the number of applications received. The shortlisted candidates shall be called for further selection process subsequently. The date & venue & mode of the same will be communicated to the shortlisted candidates individually in due course. The Company reserves the right to accept/reject any/all applications 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 after submission of application 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.
