



SGI Talent Hunt -II

03rd August, 2013 (Saturday)

RBS (Royal Bank of Scotland)

In Association with Ikya Human Capital Solutions Pvt. Ltd.

| | |
|--------------------------------|---|
| COMPANY NAME | RBS (Royal Bank of Scotland) with Association Ikya Human Capital Solutions Pvt. Ltd. |
| ABOUT | The Royal Bank of Scotland plc is one of the retail banking subsidiaries of the The Royal Bank of Scotland Group plc, and together with NatWest and Ulster Bank, provides branch banking facilities throughout the UK and Ireland. The Royal Bank of Scotland has around 700 branches. |
| JOB DESCRIPTION | Customer Service Executive Window Shift (7am - 10pm) |
| SKILL SET REQUIRED | <ul style="list-style-type: none"> • Graduate /Post Graduates both for temp • Good command on spoken English, positive attitude towards work. • To effectively solve customer enquiries & disputes related to financial. • Products across various business segments & across products. Project a Professional company image through phone interaction. • Answer phones and resolve customer issues as per prescribed timelines. • Make outbound calls as and when required related to service. • Follow-up on customer inquires not immediately resolved. • To achieve or exceed Customer Satisfaction by providing session excellence On every customer interaction and ensuring compliance to internal and External policies/guidelines. • Recommend process improvements. Other duties as assigned during the job. • Candidates can be ready to relocate to Delhi |
| NUMBER OF VACANCIES | NOT DECLARED |
| JOB LOCATION | Gurgaon |
| SALARY PACKAGE | 1.6 CTC+ Cab Facility+1lac insurance. |
| MAIN DUTIES | <p>To respond to telephone, email and web enquiries in a polite, friendly and professional manner, To provide a meet and greet service, welcoming all visitors, members and customers to the British Council in a friendly and professional manner and ensuring that they are directed to the appropriate person or place quickly and efficiently.</p> <p>To direct business unit related enquiries to respective colleagues promptly.</p> <p>To register or enroll customers for the appropriate British Council service or activity, offering them proactive support to facilitate the process.</p> <p>To reconcile end of day revenue as per the prescribed financial process. Other important features or requirements of the job</p> <p>The candidate will be required to work in shifts and will be required to take staggered offs. The centre is operational from 9 Am - 7 Pm Monday to Saturday. The centre will also be operational on Sundays.</p> <p>He/ She also will be required to work extended hours in case of a contingency or during registration weeks. The job holder will be required to work on all service points namely meet & greet desk, reception, main switch board, call centers and in the library.</p> <p>The candidate will be tested for English language proficiency and should be above upper intermediate level</p> <p>The staff will have to work for 6 days a week.</p> |
| SELECTION PROCESS | <ol style="list-style-type: none"> 1. Group Discussion 2. Personal Interview |
| DATE OF PLACEMENT DRIVE | 03rd August, 2013 (Saturday) |
| REPORTING TIME | 09:30 AM ONWARDS (REGISTRATION/REPORTING) |
| VENUE | SAMALKHA GROUP OF INSTITUTIONS, 01, HATHWALA ROAD, SAMALKHA, DELHI NCR, HARYANA - 132115 |

REQUIREMENT

IF INTERESTED REGISTER YOURSELF BEFORE **02nd August, 2013** with Training and Placement Cell through email at: placements@sgi.ac.in, tpo@sgi.ac.in or call +91-9996640075, +91-9996640016 (for information)

***Note:** Candidates are advised to check the said company details and recruitment details by their own. This is only for information and does not constitute a legal document. SGI or the said company will have the right to delete, change or make additions in any of the provisions contained in it. In case of any contradictions or else, the decision of the said company will be final.