

JOB DESCRIPTION

Location : Chennai

Designation: Transaction Support Executive

Job Description:

1. 1st level help desk support for EBS merchants (answering calls & email tickets).
2. Escalate issues according to their severity / priority and liaise with other departments where necessary.
3. Ensure regular follows up calls and emails until issue resolution.
4. Rotational shifts including night shift.

Required skills:

- Candidates must possess a Bachelor degree with 1 to 3 years of experience in handling inbound calls/emails and resolving queries.
- Ability to handle clients professionally during all interfaces.
- Ability to interpret and handle complex queries.
- Excellent interpersonal and convincing skills
- Self-motivated, result-oriented and organized.
- Must be a team player with **excellent communication skills, both written and verbal.**
- Must be able to prioritize among the many tasks assigned, exhibit excellent judgment and work independently.
- Basic knowledge in computer applications.
- Knowledge of Hindi is an added advantage.