

JOB DESCRIPTION

JD for open Position :

- Min Age: 18 years
- Stipend - **INR 17000/- per month.**
- Educational qualification – undergraduate/postgraduate/diploma.
- Job profile – Trainee
- Gender – Male/Female/Others.
- Process: Voice Process.
- Language – English and Hindi.
- Work in a 24*7 environment
- Work Mode : Work from the office.
- Work Location : Gurgaon.
- Working Days : 6 in a week with rotational Week off!
- Shift Hours : 9 hr Including 1 Hour break.
- Certificate will be provided at the end of training.
- Duration of Internship – 30 days.

Note- Candidates will not be given any leaves during training. (only week offs)

- Stipend will be deducted in case of any leaves taken apart from the week offs

Requirement:

- Should have excellent communication skills.

- Should be flexible working in rotational shifts
- Should be a team player
- Should have good knowledge of MS Office
- Should be self-motivated and self-disciplined.

Roles and Responsibilities:

- Assisting customers with emergency and unexpected situations
- Providing solutions for customer
- Ensuring customer issues are resolved in timely manner and according to the SOPs
- Understand customer needs and requirement
- Initiating contacts with prospects and customers
- Handling incoming calls
- Supervise all unresolved compliant for sales
- Ensure optimal level of client satisfaction at all times and process all orders on the phone.

Why should you join FNP.

- Work with the best: Learn from leaders who have built FnP from the ground up. Work with down-to-earth, highly experienced, and insanely ambitious colleagues.
- Asia's biggest Gifting Company who are expanding footprint across India and International
- High-growth startup: FnP has grown tremendously, and we aim to grab a big chunk of this ever-expanding pie.
- As the business grows, you grow: We want FnP to be built from within. We look at you as a business leader with the potential to make FnP a largest gifting company in the world.
- Complete ownership: You'll be a key member to build FnP into a talent destination for the Captive team. You'll accelerate our progress towards becoming the best organization to work with.