



PS Academy
Meark Enterprise

Associate - Customer Care - (Non-Voice)

Industry Led Employable Skill Training

Job Role: Associate - Customer Care- (Non-Voice)

Occupation: IT-ITeS/Business Process Management
/Customer Relationship Management

Role Description

Individuals at this job are responsible for resolving queries and customer cases over web-chat or email.

Occupational Standards

N3003 Deal remotely with customer queries

N9001 Manage your work to meet requirements

N9002 Work effectively with colleagues

N9003 Maintain a healthy, safe and secure working environment

N9004 Provide data/information in standard formats

N9005 Develop your knowledge, skills and competence

Career Path

Associate - Customer Care (Non-Voice) > Senior Associate-Customer Care (Non-Voice) > Team Leader or Process Expert/Specialist > Manager / Process Lead/ Senior Specialist > Business Manager/AVP/ VP - Customer Care (Non-Voice) > Head of Customer Care > Head of Geographical Unit/Head of Sales/BD > Head of Company

Duration

Duration: 63 hours (21 days - 3 hours/day)

Training Mode

Physical or Blended Learning (50% classroom and 50% online)

Pre-requisites

under graduation

Personal Attributes

This job requires the individual to either work independently or collaboratively in teams to resolve customer queries effectively. The individual should possess excellent communication and interpersonal skills.

Reference

QP ID: SSC/ Q2201

Of NSQF Level : 5

Model Curriculum:

https://nsdcindia.org/sites/default/files/MC_SSCQ%202201_Associate%20Customer%20Care%20Non%20Voice%20V2.0_16072020.pdf

Contact us

info@meark.org

+918072532442

<https://meark.org/training/>