

EXECUTIVE - ONLINE OPERATIONS

Job Description: You will be first point of contact with the prospective clients. Your main responsibility will be to answer client queries and resolve any problems via telephone calls, email interaction, WhatsApp and through web-chat. Your responsibilities will also include doing internet based research and maintaining data.

Experience: 2+ years, candidates with exceptional skill set (with proven track record) can also apply. Experience in counselling or customer service will be considered favourably.

Education: College degree in any field that promotes analytical thinking and clear communication.

Skill Set:

- Strong work ethics
- Excellent communication skills and English fluency
- Great listening skills and patience
- A committed, confident and energetic self starter
- Personal computer/laptop
- 24X7 access to high-speed Internet access and dedicated phone line
- Experience with MS Word, MS- Excel and ability to use Internet resources intelligently

Compensation: At par with the Industry

Working Days: 6 days a week , Hours (IST) 0900-1800 hrs

You can send your updated resume to jobs@apexwriters.com. Please include the following details:

- Expected compensation
- Details about computer and internet connection

We will conduct a telephonic interview for the shortlisted candidates.