



HCDC

HUMAN CAPITAL DEVELOPMENT CENTRE, OU

Ltr No/HCDC/PLCTNT/ 23

Dt: June 24, 2022

PLACEMENT OPPORTUNITIES

Google Operations Center for any under graduate students

Last Date to Apply: June 26, 2022

- Role - Customer Service Executive - Non-Technical
- CTC (Approx.) - 4 Lacs + Google Employment Benefits
- Location - Hyderabad
- Qualification Criteria - BBA, B.Sc, B.Com, B.A
- Experience - 90 Positions for Fresh graduates; 30 Positions for 6-18 months experience
- Other Skills - Communication, Service orientation
- Shift - PRIMARILY NIGHT SHIFTS - Critical Process. - Work from office - primarily night shifts. Non Critical Process - Hybrid (work from office 2 days a week, balance work from home) - primarily night shifts
- Working days - 5 days a week

Join at the Google Operations Center for the chance to help Google users tackle their problems and achieve their goals, all while working in a dynamic and diverse environment. As the Non-tech Generalist Associate, you will be expected to provide excellent customer service by answering questions and resolving issues related to Google products. Your role would need you to provide support on inbound chats/calls/emails from the customers. In case of requirement, you would need to contact the customer(s) with the pending resolution over call/email.

How to apply?

How to register?

<https://forms.gle/bQcStL8Dst2v7YW3A>

Students who can join between 29th Aug 2022 to 26th Sept 2022 can apply.
(Even the passed out students can apply).

Responsibilities

- ☑ Maintaining a positive and professional attitude towards customers
- ☑ Providing support across a variety of platforms, including chat, live email, instant messaging, and phone (voice calls)
- ☑ Be flexible to work in a 24x7 service environment as per the business needs which might include working consistently in the night shifts and on weekends
- ☑ Troubleshoot basic technical problems, identify customer needs and develop creative solutions to address them.

- ☑ Promptly and independently resolve incidents and escalations, with effective communication to all stakeholders internally and externally
- ☑ Maintain response and resolution speed as defined by SLOs;

- ☑ Keep high customer satisfaction scores and follow quality standards in 95% of cases.
- ☑ Use existing troubleshooting tools and techniques to establish root cause for queries and provide a customer facing root cause assessment.

- ☑ Provide high-touch assistance to highest Tier customers, build in-depth understanding of most pressing customer issues

- ☑ Contribute to creating and updating a support knowledge base, you will have a passion for learning and knowledge sharing.

Minimum Qualifications

- ☑ Bachelor's degree from an accredited institution

- ☑ Excellent verbal and written English language skills

- ☑ Strong attention to detail and a proven ability to balance multiple priorities

- ☑ 0-18 months experience in Technical Support/Customer service operations/Troubleshooting/Campaign Optimization in any company

Preferred Qualifications

- ☑ Ability to go beyond help center articles and understand the technical system to resolve customer queries
- ☑ Ability to absorb complex technical concepts and communicate them to a non-technical audience
- ☑ Any qualification or experience in Digital marketing would be an added advantage

Benefits

- ☑ Supporting with competitive wages and comprehensive health care including medical, dental and vision coverage
- ☑ Supporting family with gender-neutral baby bonding leave, 26 week birth-parent maternity leave, and generous life, accident and disability insurance minimums
- ☑ Supporting teams with free daily lunch, fully stocked micro-kitchens, and culture clubs and employee resource groups that let you share what you care about

Sd/-

DIRECTOR