



Guru Gobind Singh Indraprastha University
“A State University established by the Govt. Of NCT Delhi”
Sector 16-C, Dwarka, New Delhi – 110078



F. No.: GGSIPU/CCGPC/2024/ 1108

14th August 2024

Sub. Placement opportunity for BBA, B.Com and BA students of GGSIP University of the batch passed out in 2024 in the company “Emaar India”

Dear Placement Officer,

Greetings from CCGPC, GGSIPU!!!

Please find below details of Placement opportunity for BBA, B.Com and BA students of GGSIP University of the batch passed out in 2024 in the company “Emaar India” for your reference and circulation to students to apply on given link by **16th August 2024, 5:00 PM:**

Registration Link: <https://forms.gle/4srKM8R5Q6R9GR8J7>

Name of Company – Emaar India

Designation – Executive - Contact Centre

Department – Contact Center - Operations

Location – Gurugram

Reporting to – Manager

Place of Posting – Emaar Business Park, Sikanderpur Crossing, Sector 28 Gurgaon, 122002

CTC – INR 3.50 LPA

Please find attached JD and CTC calculation sheet attached for more information.

LAST DATE FOR REGISTRATION IS 16th August 2024, 5:00 PM.

(Dr. Nisha Singh)
Training and Placement Officer
CCGPC, GGS IP University

ROLE PROFILE

Role Title	Contact Centre Agent
Reports To	Team Leader
Business Group	Emaar Properties
Location	Emaar Contact Center Office

WHAT YOU WILL DO

The Contact Centre Agent - is responsible for handling calls/emails/ chats of multiple domains business group and complex queries simultaneously. Suggests new ideas and providing customer suggestions to Team Leaders with prudence to maintain and enhance the Emaar group image.

WHAT YOU WILL BE RESPONSIBLE FOR

- Put customer needs first, be energetic and provide first call resolution (FCR) to all the customers.
- Be a first point of contact to handle and resolve customer enquiries with accurate information.
- Evaluate problems of the customers and provide logical lasting solutions.
- Identify and escalate issues appropriately and ensure a timely response.
- Ensure best in class customer satisfaction (CSAT)
- Support customer on multiple channels (Voice, Email, Chat) and verifying information as per process.
- Educate customers on procedures, and processes to ensure the interaction is valuable to the customer.
- Ensure escalations are followed up within specified timeline.
- Go the extra mile to WOW each Customer you connect with
- Build customer loyalty by follow-up of customer calls.
- Enhances the customer experience by providing sales information assistance, through use of up/cross-selling, sales techniques. Generate customer interest in the services or products offered by the company.
- Schedule adherence as per business requirements
- Works effectively within the team and contributes to a healthy team-oriented environment.
- Completes assigned tasks within given deadlines.

WHAT YOU WILL NEED TO SUCCEED

- Minimum Diploma Degree /bachelor's degree
- Minimum 1 years of Contact Centre experience in a Soft Skill driven environment
- Good English language skills required. (Arabic language skills preferred)
- Excellent communication skills both written (Email/Chat) and verbal (Voice)
- Good problem-solving skills
- Strong interpersonal and organizational skill
- Good computer skills in all MS Office packages
- Comfortable to work within an agile team

WHAT WE BELIEVE IN



We put **CUSTOMER**
FIRST



We have
OWNERSHIP



We are **FAST**
PACED



We **WIN**
TOGETHER



We work as **ONE**
EMAAR team

EMAAR