

Job Designation: Customer Service Officer

Job Role: Tele caller

Key Responsibilities:

- Conduct timely telephonic follow-up on overdue PAR (1-89) accounts.
- Manage and update PAR bucket-wise data using basic Excel functions for efficient reporting.
- Maintain detailed documentation of follow-up calls and outcomes.
- Collaborate with internal teams to support portfolio quality improvement efforts.

Required Skill/Knowledge:

- Good verbal and written communication skills
- Good Computer skills
- Should be able to work in a team or individually

Preferred languages Hindi (Mandatory) and Local Languages