

Subject Matter Expert (SME) - 1442

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Company: ECS ME

Location: Hyderabad City Taluka

Category: other-general

WHAT YOU WILL DOThe Subject Matter Expert (SME) - is responsible for supporting on floor agent queries for any domains / business group in a timely manner when supporting customers. 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

- Be a first point of contact for agents to support in handling and resolving complex customer enquiries with accurate information.
- Put customer needs first, be energetic and support agents to provide first call resolution (FCR) to all the customers.
- Evaluate problems of the agents and provide logical lasting solutions.
- Identify and escalate issues appropriately and ensure a timely response.
- Support agent queries on multiple channels (Voice, Email, Chat) and verifying information as per process.
- Educate agent 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.
- Works effectively within the team and contributes to a healthy team-oriented environment.
- Completes assigned tasks within given deadlines.
- Track common questions to feedback to TL and trainers.

•Minimum Diploma Degree /bachelor's degree

•Minimum 1 year of Emaar contact centre experience

•Ability to communicate clearly and precisely (written & verbal)

•Demonstrates excellent attention to detail and proactive problem-solving skills.

•Demonstrates excellent time management, organization and follow-through skills.

•Good English language skills required. (Arabic language skill preferred)

•Excellent communication skills both written (Email/Chat) and verbal (Voice)

•Strong interpersonal and organizational skill

•Good computer skills in all MS Office packages

•Comfortable to work within an agile team

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