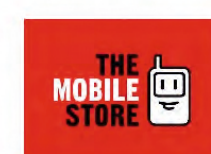


PLACEMENT OPPORTUNITIES



JOB ROLE OVERVIEW

Customer Care Executive- Repair Centre (TEL/ Q2200)

Role Description	Providing service support to customers walking in at the shop/showroom/relationship centre/repair centre, with handset/accessory related queries/issues
Version	1.0
NSQF Level	4
Minimum Educational Qualifications	12th
Maximum Educational Qualifications	Graduate in any stream
Training (Suggested but not mandatory)	Computer fundamentals training course Basic communication skill training
Minimum Job Entry Age	18 years
Experience	0-1 year of work experience

Applicable National Occupational Standards (NOS)

1. **TEL/N2200:** Managing queries / complaints of walk-in customers
2. **TEL/N2201:** Identify issues and troubleshoot
3. **TEL/N2202:** Co-ordination for replacement/repair

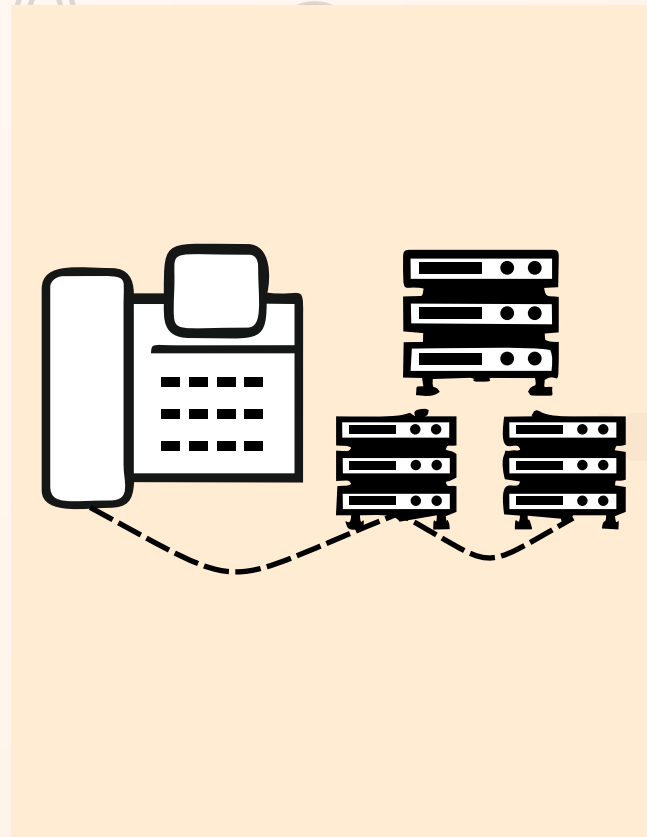
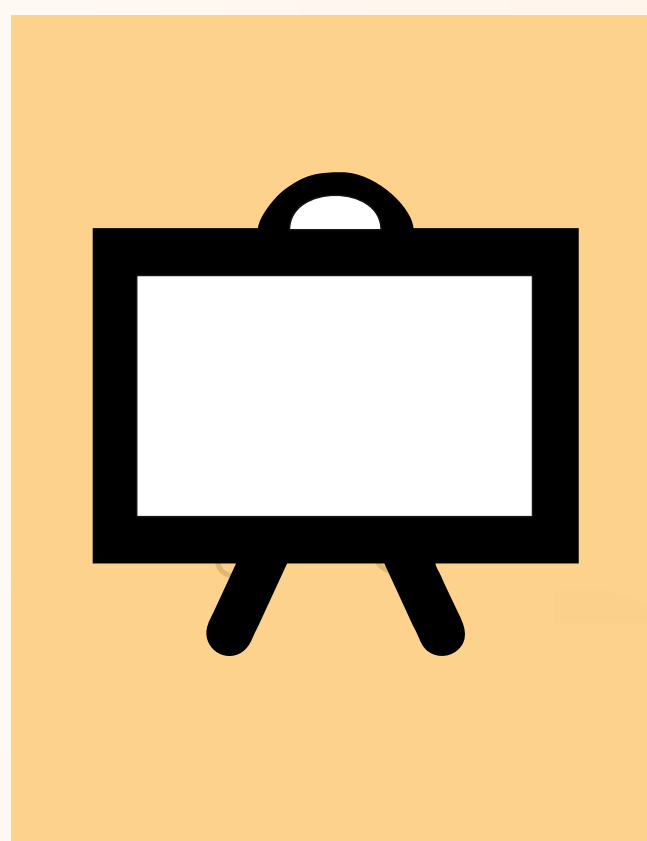
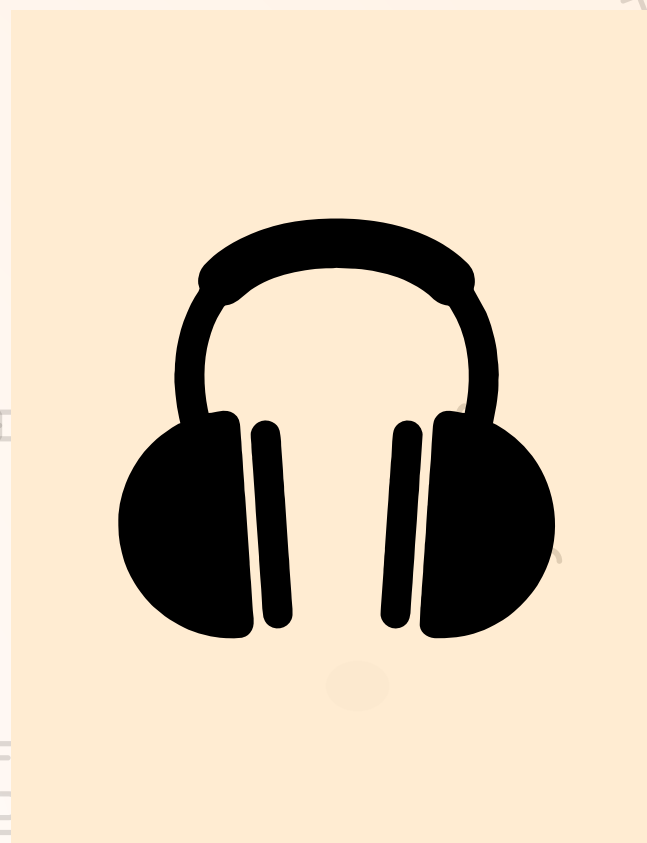
Assessment Guidelines

1. Each performance criteria (PC) will be assigned Theory and Skill/Practical marks proportional to its importance in NOS.
2. The Assessment for the theory part will be based on Knowledge bank of questions created by SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable on the selected option NOS/ set of NOS.
4. Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/ training centre.
5. To pass the Qualification Pack, every trainee should score minimum 70% of aggregate marks to successfully clear the assessment.
6. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification pack.

EQUIPMENT LIST

Customer Care Executive- Repair Centre (TEL/ Q2200)

1.	Computers	x10
2.	Headsets	x10
3.	Mic	x10
4.	Crm Tool/Equivalent Software	x1
5.	Voice/Accent Trainer Tool/Software	x1
6.	Call Receiving & Distribution Setup (Epabx Or Server Based)	x1
7.	Black/White Board	x1
8.	Projection System With Pc/Laptop	x1





CAREER MAP FOR CUSTOMER CARE EXECUTIVE- REPAIR CENTRE

Customer Care – Repair Service Delivery Manager

This role requires People and client management , managing projects, tracking service metrics and managing budget and helping lead the professional to complete the service for the client.

NSQF - 6

NSQF - 7

Customer Care Executive (Repair Center)- Team Leader

This role requires managerial skills in managing team ,guiding and monitoring the performance.

NSQF - 4

NSQF - 5

Customer Care (Quality Analyst)

This role requires People and client management , escalation handling and excellent in trouble shooting skills

Customer Care Executive (Repair Center)

This role requires customer interaction on call. Resolving and advising customer based on query/complaint.