

Job Description:-

Designation: Communications / Voice & Accent Trainer/ CE Coach

Eligibility Experience: Experience: 2 – 5 years as a Voice Coach

Skill Set Requirement:

- Customer Service Attitude.
- CE/Process/Compliance Knowledge & Orientation.
- Conflict resolution skills.
- Some basic understanding of CEC Audit & Coaching process.
- Technical knowledge of English communication - intonation, syllable, punctuation etc.
- Presentation, Feedback & Coaching skills.
- Analytical bend of mind.
- Receptiveness to change.
- Interest in Role / Motivation factors.

Principal Duties and Responsibilities:

- Monitor calls on Communication, Soft Skills, Process & Compliance Parameters.
- Provide Coaching & Feedback to enhance agent performance.
- Analyze Audit data, Compliance, Communication & Process related data. Prepare & Implement action plans.
- Analyze the Coaching / Training needs of the agents & support them in delivery.
- Participate in calibrations to ensure consistent scoring & feedback delivery approach.
- Keep the reps updated on new process changes/updates, improvement initiatives.
- Conduct Compliance, Communication & Process Awareness sessions for new hires.
- Support floor Training Initiatives: Resolution & Communication /Vitality Trainings/RVP etc.
- Handle PnP Escalations.
- Develop Action plans and report out the improvement process in business reviews.
- Plan & run campaigns to drive Awareness/Improvements on Compliance, Communication & Process.

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