



JOB DESCRIPTION

Job Title/Role:	Dialer Engineer		
Department:	IT	Shift Timings:	Flexible - 24x7
Reporting To:	Assistant Manager	No. of position:	03 (Three)
Work Location:	Bhayander, Mumbai	Level / Grade:	5

Type of position:	Management skills:	Total Experience: 2 - 3 years
Full Time	<ul style="list-style-type: none">Analysing SkillsProblem Solving TechnicsGood Communication and Interpersonal SkillsGood Email etiquettesGood Team Player	Relevant Experience:
		Age: 22 - 30 yrs
Suggest search keywords: enter text		

Education requirement:	Other skills:
<ul style="list-style-type: none">Graduate in any stream	

Roles and responsibilities:
<ul style="list-style-type: none">Day-to-day Dialer management (Agent, Campaign, Report, Recording & Problem Management)Dialer Performance OptimizationWork closely with the Operations/WFM to understand strategy for programs.Ensure all Dialer related issues/requests are addressed and escalated to concerned personnel / departments / vendors.Perform daily checklist and review of logs generated by CIM systems.Adhere to QMS and ISMS Policies and Procedures

Technical skills:
<ul style="list-style-type: none">Should have at least 1 year of experience on dialer viz. Aspect, VICIDial, etc.Basic understanding of Microsoft Office Tools viz. MS OfficeITIL & ITSM understanding