



**NOTICE**

Date: 1<sup>st</sup> April, 2022

**PLACEMENT CELL**

All the M.Com. and Third Year students of Degree and SFC are hereby informed that for the current academic year 2021-2022, **Sutherland is seeking a reliable and detail-oriented person to join us as Associate –Customer Service.**

**Consultants in this role get to:**

- Be the point of contact
- Be a Problem Solver
- Take the Lead
- Be the Expert
- Consistently Deliver
- Be a Team Player

**Our most successful candidates will have:**

- Excellent oral and written communications skills
- Comfortable to work in Night Shifts
- Maintain high level of expertise, soft-skills, and telephone etiquette skills
- Ability to provide quality customer support via telephone/mail/chat and provide resolution as per policy
- Ability to demonstrate effective communication, composure, and professional attitude
- Ability to embrace constant change with flexibility and good grace
- Ability to communicate precisely and clearly with a 'friendly ambiance'
- Ability to demonstrate appropriate sense of urgency
- Ability to recognize when escalation is required to team leads
- Ability to drive process & tool improvements
- Ability to prioritize, time management skills, with a high degree of flexibility

<b>Presentation</b>	A presentation on Sutherland - 40 to 45 mins
<b>Non-voice Screening</b>	Essay writing
<b>Initial Screening</b>	JD/ one on one conversation in batches of 20 - 25 students - approx 45 mins per batch
<b>HR Interview</b>	for candidates who cleared communication round - 7 to 10 mins per candidate

**Requesting the interested students to register themselves on or before 15th April, 2022 by 06.00 pm.**

Kindly register yourselves through the link: <https://forms.gle/PosyOr1LmxkAmHJR7>

**Interview would be held on 19th April, 2022**

Prof. Subhashini Naikar  
Placement officer

Dr. Kiran Mane  
I/C Principal

DI/N-STD/GEN/00

Sunder Nagar, Swami Vivekanand Road, Malad (West), Mumbai – 400064.

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# **PRAHLADRAI DALMIA LIONS COLLEGE OF COMMERCE & ECONOMICS**

ISO 9001 : 2015 Certified

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