



Centralised Career Guidance & Placement Cell

Guru Gobind Singh Indraprastha University
Sector 16-C, Dwarka, New Delhi – 110078
Ph: 011-25302739, Email- ccgpc.ggsipu@gmail.com

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NOTICE

The Centralised Career Guidance & Placement Cell of the University is organizing Campus Placement for BBA, MBA and BCA Students of GGSIPU and its Affiliated Institutes. Interview is scheduled to be held shortly. (Joining Mid-June)

Company Name: 

Fresher's Hiring: 50 MBA & 150 (BBA/BCA)

JD—CDSS Associate & Process for MBA Hiring:

- 1st round – Aptitude test- 30 min.- written test (numerical and verbal reasoning)
- 2nd Round- extempore- to evaluate the communication skills, thought process, body language and confidence level.
- 3rd Round- Face to face with operations team
- Final round with HR and Ops

Compensation:

- CTC: INR 2,10,000.
- +Retention Bonus.
- +shift Allowance
- 24*7 shift
- Location: Gurgaon

**Early life Provision & Process for Non-Technical Graduate BBA/BCA
(2014 /2015 eligible)**

- 1st Round Extempore –To evaluate the communication skills, thought process, body language and confidence level.
- 2nd Round English Written Test—To evaluate the written English Skills.
- 3rd Round—Final OPS round.
- Final HR discussion with provisional offer.

Compensation:

- CTC: INR 2,00,000.
- +Retention Bonus.
- +shift Allowance
- 24*7 shift
- Location: Gurgaon

All TPO's of respective institution are hereby required to submit data in excel format of all the eligible interested (confirmed) students and send the CV's in ZIP folder on or before 05th June 2015.


(Prof. A.K. Saini) 29/5/15
Convenor

Copy to:

1. AR to Hon'ble VC – for info
2. PS to Registrar
3. Chairperson, CCGPC
4. All Placement Coordinators
5. Server Room – To upload it on the University Website.
6. Guard File

Role Code:			
Job Family:		Discipline:	
Role Title:	Associate- CDSS Operations	Typically reports to (role):	Team Manager, CDSS
Roles that typically report to this role:	None	Example job titles covered by this role profile:	Associate, Team Member, Customer Service Agent

Purpose Of Role:

Contract delivery shared service delivers critical business functions for BT's large and complex tier 4 & 5 contracts. A CDSS associate is required to carry out the processes which includes commercial functions like billing etc and operational functions like project managing service requests etc in a timely manner while achieving required quality parameters - exceeding or meeting the SLA targets. Be able to work independently on producing deliverables in each of CDSS towers meeting the CDSS RFT and personal targets. Be able to participate in CDSS trainings and work under the floor operations management team in the defined operations framework. Be able to work and flexible in working in rotating shift environment to support global time zones and customers.

Key Responsibilities:

- Handle back office (and in most cases speaking to the end customer) processing tasks including reconciliations, commercial management and transaction processing in an efficient and accurate fashion for CDSS customers.
- Follow through tasks and take ownership to ensure they are completed to the required standards.
- Delivering excellent customer service without compromising business needs.
- Escalate queries to a team manager as appropriate, and ensure these hand-offs are completed in a timely fashion.
- Ensure all requests are handled within required service standard
- Establish and maintain effective working relationships with colleagues and customers alike.
- Maintain regular and consistent attendance, punctuality and appearance.
- Pursue personal development of skills and knowledge necessary for the role, and take responsibility for own learning.
- Analyse and interpret financial statistics and other data and produce relevant reports.
- Adhere to stated policies and procedures relating to quality management.
- Think out of the box to deal with in-life process issues to meet customer SLA.

Business Impact:

- CDSS associate is the core of the operations working on producing CDSS deliverables on a day to day basis. Primary interaction point for the BTGS contract and business management community. Primary responsible for carrying out CDSS functions in a timely and accurate manner. Delay or poor quality on CDSS associates activities will have a direct impact on BTGS cash flow, margins and CSAT.

Qualifications:

- Experience of carrying out financial reconciliations- desirably in the areas of revenue and commercial data.
- Highly Numerate, good understanding of Microsoft Excel.
- Excellent written and spoken English.
- Minimum graduate level education.
- Competence in Windows based tools (Outlook/Word/Excel/Access)
- A self starter and ability to manage their own work with minimal guidance
- Commercial acumen or project delivery capability

Skills/Experience:

- Being able to work in a team.
- Being able to follow a standard operating model and governance.
- Being able to take ownership if tasks assigned and complete them on time, escalate early to the Operations management.
- Experience in working in a diverse and fast paced work environment.

Pan BT – Job Description

Name of Job Holder:	Grade:
Job Title: EarlyLife Provision Offline Advisor	Job Role:
Line of Business:	OUC:
Reports to and their Job Role	
Location	

KEY PURPOSE OF ROLE

- To process and 'fix', promptly and accurately in line with the agreed SLAs, orders that have failed in the provision journey. The work will be received via the allocation team and by self-fulfilment using Get Next.
- This involves working the offline EarlyLife Provision queues, identifying where the order has 'broken' and taking the necessary action to get it back on track. This can involve a certain amount of investigative work, checking for process via Knowledge Management systems, amending/correcting orders on the system and contacting customers, as appropriate, to check/clarify order details, confirm appointments and activation suitability.
- Working as part of a team to consistently deliver order closure, customer experience and operational targets including quality measures.

KEY RESPONSIBILITIES

(THE CORE ACTIVITIES, OUTPUTS EXPECTED OF THE ROLE, REGULATORY & LEGAL REQUIREMENTS)

KEY RESPONSIBILITIES:

- To process and 'fix' orders accurately within agreed timescales and in line with agreed process and procedures.
- To ensure prompt and accurate order placement for BT products, such as PSTN, broadband and Vision.
- To achieve order closure and operational targets as defined by the Offline reporting suite.
- To maintain queue levels to agreed SLA targets levels
- To achieve and maintain a good knowledge/capability of BT systems including Oneview, KM Systems and Order Tracker
- When dealing with customers aspire to deliver an excellent customer experience on all outbound calls
- To highlight to queue owners, line management and offline support teams any issues in the queues that may affect customer satisfaction and share best practice within the team and across EarlyLife
- To complete/participate in ad-hoc projects to drive efficiencies and improvements in Offline.
- To fully support and take guidance from the manager, raising awareness to them of any factors which may affect the performance of individuals or the whole team.
- Share best practice within the team and across the Consumer Sales & Service community
- Adhere to relevant shift patterns
- Take responsibility for personal development and drive own performance

ESSENTIAL SKILLS:

- Experience in customer call handling in a Call Centre environment

- Excellent English verbal and written language skills
- Good questioning and listening skills
- Good empathy and customer ownership skills
- Good cross-cultural awareness to be able to effectively communicate with UK customers
- Good objection handling/diffusing/complaint handling skills
- Good customer interaction skills with the ability to recognise the customers' needs
- Good self-management (Attendance/Break Management/Adherence/AHT/Wrap)
- PC literate with good system navigation skills
- Good Data input skills
- Problem solving
- Good MS Office (Excel, Word, Outlook) skills

- a) **Safety.** To ensure the health and welfare of the job holder (and his/her team if applicable) in accordance with BT's Health & Safety policy.
- b) **Security.** The job holder will be authorised to access, use or disclose customer information only when they need to do so to perform their operational duties. Any other access, use or disclosure may only be made on receipt of additional authority from the information owner. To ensure that the job holder (and his/her team if applicable) is made aware of the need to safeguard sensitive customer information, so that customers perceive BT to be a trustworthy organisation.
- c) **Competition.** The job holder will understand the regulatory, fair trading and competition rules and have an awareness of the BT Code of Practice and The Way We Work relating to their work sufficiently to be able to comply with them, relying on their own knowledge or on their ability to recognize when they will need specialist support.
- d) **Ensure that BT's Code of conduct is fully adhered to**
<http://humanresources.intra.bt.com/conduct/cstandards/10910>.
- e) **People Manager Job Standard (Where Applicable)** We have clear and consistent standards for all BT people managers. Use the information at http://humanresources.intra.bt.com/your_role_as_a_people_manager.htm to see what's expected if you are a people manager.
- f) To have an awareness of [BT's Environmental Policy](#) sufficiently to understand the relevant aspects of the policy in relation to your work e.g. recycling
- g) To follow what 'good' looks like in the ***easy icare10 principles*** with every customer interaction you have:
- stop, look and listen*
- say sorry if we've let them down*
- put yourself in their shoes*
- don't blame another part of BT (we are all in this together)*
- take responsibility – the buck stops here*
- stick to the right processes, ask your manager if you're not sure*
- Know what to do if they don't like what you've told them, or when it's time to escalate*
- agree what happens next and write clear notes so everyone knows what's happening*
- keep all your promises*
- be warm, be natural, and be yourself. You're our brand, so choose the right attitude*

JOB STANDARDS
(THE BASIC BEHAVIOURS OF THE ROLE)

Behaviours	Evidence to consider when looking at the contribution of the individual
<p>Actively own and drive own personal performance against expectations</p> <p>Actively give and receive feedback on your performance in line with the Two Way Performance Deal.</p>	<ul style="list-style-type: none"> • Proactively identify development areas and suggest what support you require. • Achieve target for role • Feedback from customers/colleagues • Active participation in 121s/performance conversations, where appropriate • Suggested areas of improvement and acknowledgement of areas of good performance, where appropriate.
<p>Use the correct working practices and booking practices as detailed in training courses, process documents and job instructions.</p>	<ul style="list-style-type: none"> • Working in line with processes and procedures • Use of I Tool and Supplier Systems • Demonstrating a commitment to get the job done • Carrying out the role in accordance with training completed • Provide feedback on breakages when identified
<p>Ensure interactions with customers and colleagues are respectful and courteous and represent BT in a professional way and avoid denigrating other parts of BT</p>	<ul style="list-style-type: none"> • Feedback from customers/colleagues • Evidence of teamwork • Willingness to support others and BT • Safeguard BT property • Smart appearance (including corporate clothing where appropriate) when representing BT • Adherence to the easy iCare10 principles.
<p>Conduct yourself with pride, honesty and integrity in line with the BT Values and TM Capabilities</p>	<ul style="list-style-type: none"> • Trusted member of the team who can be relied on by colleagues and managers • Actively helps and support colleagues across BT • Be able to work unsupervised • Understanding the BT values

SPECIFIC MEASURES	MECHANISMS
Quality	Appropriate Quality Measures and Reports – as will be provided to you by your Manager
Operational Key Performance Indicators	Daily Performance Report - Ask your manager to go through your daily performance report with you. It contains your daily and week to date performance against all metrics.

BT FORMAT

S.No.	Name	Class X %	Class XII %	Graduation [aggregate]	PG [aggregate]	College	Mobile No.	Email Address
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