

Exciting Opportunity for Call Center Agents

Activeline is a subsidiary of Harel Mallac Technologies and provides world class Payroll and Business Process Outsourcing solutions to a plethora of Clients internationally. Harel Mallac Technologies and ACTIVELINE are part of the Harel Mallac Group of companies listed on the stock exchange in Mauritius.

Activeline is currently looking for talented, passionate, innovative, agile, energetic people with integrity and the desire to succeed.

Activeline is an Equal Opportunity Employer. Please consult our Privacy Notice on www.harelmallac.com to know more about the way in which we use your personal data.

Purpose of Role

To contribute to the overall business strategy for the Activeline Business Process Outsourcing (BPO) model through active participation within the Activeline Call Centre.

Key Tasks and Responsibility:

1. Contact prospective clients by phone, e-mail and MS Teams.
2. Abiding by pre-determined procedures and processes.
3. To attend and address specific customer request.
4. Ensure concise accurate records are kept of all sales and customer interaction

Requirements:

1. Must have a minimum Higher School Certificate (HSC).
2. Must have a minimum of 1-year's proven track record within a Call Center/BPO/Outsourcing environment.
3. Comprehensive understanding of a Call Centre operation.
4. Innovative, Analytical and goal oriented.
5. Demonstrable experience with customer engagements within a Call Centre environment.
6. Thorough knowledge of Call Centers.
7. Full understanding of inbound and out bound Call Centers.
8. Must be able to speak, read and write in fluent French and English.
9. Excellent communication and telephonic skills.
10. Master TMK techniques (negotiation, customer relationship).

Competencies:

1. Able to work in a fast paced, multi culture international environment
2. Excellent people management skills (for Managers and Training Manager)
3. Ability to adapt to change (we will screen with competency based questions)
4. Enthusiastic approach to the new BPO model
5. Able to think and deliver out of the box, innovative thinking
6. Must be able to multitask.
7. Must have an agile, proactive, innovative sales approach and ability.
8. Data capturing skills.

Only applicants who meet the requirements set out above should send their applications to hmt.talents@harelmallac.com. **Only** applicants who meets the criteria listed above will be contacted.

Closing date: 11 DEC 2020