Jobs in BPO: Why People Want to Take Up Call Center Jobs by Preeti

Article published on January 2nd 2012 | Career

Students usually admire call center jobs for many reasons. These jobs not only give the fresh talent of the country an opportunity to explore their interests and how well they cope with the demands of the situation, but also allow the ambitious youngsters to interact with the people of other countries and enjoy the conversation with them. Although these jobs usually require people to stay awake at night and solve the problems of people in other countries, mainly in the United States, the youth love to do this and spend time with hundreds like them in huge offices and have a great time.

Scope for Many Professionals

Although the call center jobs typically look from far like hundreds of youngsters putting on their earphones to solve the problems of the people abroad, there are many more people in different hierarchy in the set-up. The work is divided according to the specialties of the people and hierarchy like customer service, training delivery, training manager, quality monitoring, workforce scheduler, supervisor, process specialist, information technology, director and many others. There is scope for many people having expertise in different fields to hold jobs in the call centers. The freshers as well as experienced people can try their luck in this industry.

The Major Work in This Field

Jobs in BPO typically involve more of customer service representatives who can communicate directly with the customers through the media of telephone, text chat, email, fax and other uses of the computer. There are either inbound or outbound calls which the customer service representative has to make and in order to do this, he must have skills which involve listening, speaking, communicating, writing, multi-tasking, promoting sales, marketing, computer and other interpersonal expertise. The person in charge should be able to give the proper answer to the customer, no matter how trivial it is, while observing the correct etiquette.

Other Kinds of Work Here

Other jobs in BPO may involve holding the position of a supervisor. A supervisor essentially supports the customer service representative and helps in making plans to improve the process, finds out the employee performance, and might at times tackle a tough customer. A training manager makes sure that the staff is trained properly to do its job and keep abreast of the changes in the industry. Training programs are carried out from time to time to improve the style and accent of the workers so that they can deal better with the foreigners. A similar type of job is also performed by the training delivery person.

Similar Kinds of Jobs

Besides the call center or BPO, people are also interested to have jobs in retail. With the retail business flourishing in India, many freshers look for jobs in this field which can help them enjoy their jobs and interact with the customers and impress them with their sales skill. It is possible for many kinds of professionals to get job in this sector as the organizations need people who have done their MBA and even others with IT skills. The major recruits are the people who directly sell the products to the customers and they must know proper etiquette to help them improve the sales. Jobs in retail can be very lucrative for both the freshers and the experienced.

Article Source:
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Article Keywords:
call center jobs, jobs in BPO, jobs in retail

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