



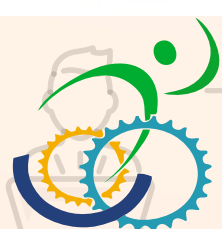
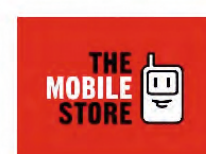
सत्यमेव जयते
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP
GOVERNMENT OF INDIA



Skill India
कौशल भारत - कुशल भारत

PMKVY
PRADHAN MANTRI KAUSHAL VIKAS YOJANA

PLACEMENT OPPORTUNITIES



दिव्यांग व्यक्तियों के लिए कौशल परिषद्
Skill Council for Persons with Disability



N.S.D.C.
National Skill Development Corporation

Transforming the skill landscape



JOB ROLE OVERVIEW

Customer Care Executive- Call Centre (TEL/ Q0100)

| | |
|---|---|
| Role Description | Provide customer service support by interacting with customers over the phone |
| Version | 1.0 |
| NSQF Level | 4 |
| Minimum Educational Qualifications | 12th |
| Maximum Educational Qualifications | Graduate in any stream |
| Training (Suggested but not mandatory) | Computer fundamentals training course Basic soft skill orientation |
| Minimum Job Entry Age | 18 years |
| Experience | 0-1 year of work experience |

Applicable National Occupational Standards (NOS)

1. TEL/N0100: Attend/Make customer calls
2. TEL/N0101: Resolving customer query, request, complaint
3. TEL/N0102: Develop customer relationship
4. TEL/N0103: Report and review
5. TEL/N0104: Proactive selling

Assessment Guidelines

1. Each performance criteria (PC) will be assigned Theory and Skill/Practical marks proportional to its importance in NOS.
2. The Assessment for the theory part will be based on Knowledge bank of questions created by SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable on the selected option NOS/ set of NOS.
4. Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/ training centre.
5. To pass the Qualification Pack, every trainee should score minimum 70% of aggregate marks to successfully clear the assessment.
6. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification pack.

EQUIPMENT LIST

Person with Locomotor Disability Customer Care Executive (Call Centre) PWD/TEL/Q0100

Domain Specific Equipments

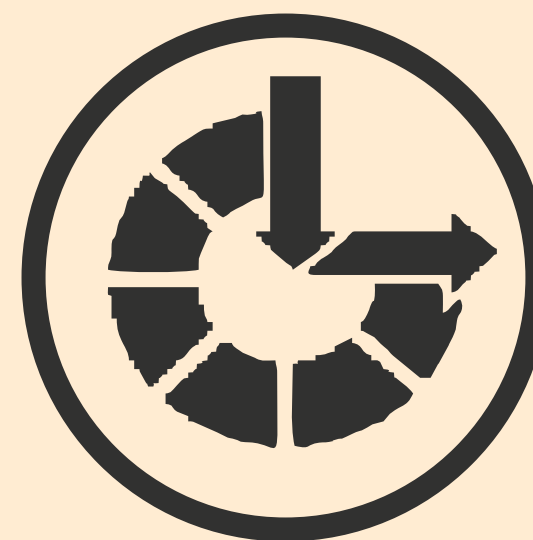
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| 1. | Computers/Laptop | x11 |
| 2. | Headsets | x11 |
| 3. | Mic | x11 |
| 4. | CRM Tool/Equivalent Software | x1 |
| 5. | Voice/Accent Trainer Tool/Software | x1 |
| 6. | Call Receiving & Distribution Setup (Epabx or Server) | x1 |
| 7. | Black/White Board | x1 |
| 8. | Projection System With PC/Laptop | x1 |

Disability Specific Equipments/Software

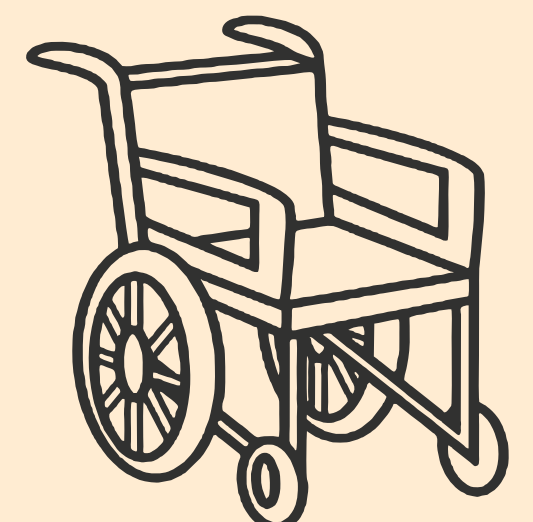
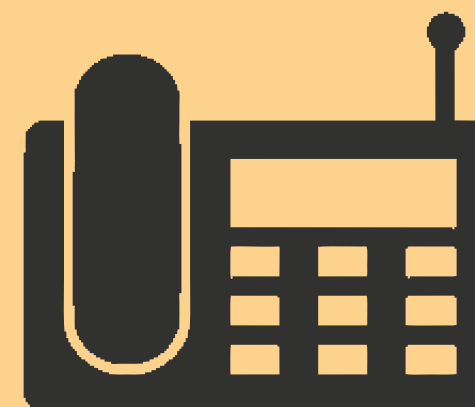
| | | |
|----|-----------------------|-----|
| 1. | Walker | x1 |
| 2. | Wheel Chair | x2 |
| 3. | Rollator | x1 |
| 4. | Ease of Access Center | x11 |



Assistive aid for PwD



Assistive aid for PwD



Assistive aid for PwD



CAREER MAP FOR IN STORE PROMOTER

Channel Partner

This role requires People and client management , escalation handling and xcellent in trrouble shooting skills

In- Store Promoter - Team Leader

This role requires managerial skills in managing team, guiding and monitoring the performance.

NSQF - 7



Territory Sales Manager

This role requires managing projects, tracking service metrics and managing budget. Developing strategy for the business development with the channel partner and team lead.

NSQF - 6

NSQF - 5

NSQF - 4

In- Store Promoter

This role requires selling of product and services produced by the company, to the customer and clearing the doubt. Maintaining the track record.

