

Job Description Template for CUSTOMER CARE ASSOCIATE

Job Title: Customer Care Associate

Industry: [Insert Industry – e.g., BFSI, ITeS, Healthcare, etc.]

Location: [Insert Location]

Salary Range: [Insert Salary]

Department: [Insert Department]

Work Hour Allocation: [Insert Details]

POSITION OVERVIEW

As a Customer Care Associate, you will be the primary point of contact for customers, handling inquiries, resolving complaints, and ensuring a seamless customer experience. This role requires excellent communication skills, empathy, and the ability to manage queries professionally and efficiently.

ABOUT THE ORGANIZATION

[Insert Industry-Specific Insights] [Customize this section with a company overview: mission, values, and relevance to the target industry such as BFSI, Healthcare, ITeS, etc. Highlight what sets the company apart.]

Level of Experience / Expertise Requirements

(Use as per requirement)

Entry Level (0–2 years): Handling inbound calls, logging service requests, and offering basic support.

Mid-Level (3–5 years): Managing escalations, process training, and performance tracking.

Senior Level (6+ years): Leading customer experience strategies, quality audits, and team mentorship.

JOB PROFILE SPECIFIC QUALIFICATION

(Add more if required)

- Bachelor's degree in any discipline
- Strong verbal and written communication in regional or English languages
- Familiarity with helpdesk or CRM platforms

ROLES AND RESPONSIBILITIES

(Use as per level of expertise you require)

- Respond to customer inquiries via voice, email, or chat platforms (Entry Level)
- Document service requests and escalate issues as needed (Entry Level)
- Monitor customer satisfaction and coordinate resolutions (Mid-Level)
- Provide feedback to teams on recurring issues (Mid-Level)
- Train junior team members and conduct service audits (Mid-Level)
- Implement strategies to improve response time and service ratings (Senior Level)
- Handle complex complaints and ensure follow-through (Senior Level)
- Lead initiatives for enhancing overall service experience (Senior Level)

Skills Required (Technical + Behavioral):

- Excellent communication and listening skills
- Patience and empathy in customer interactions
- Multitasking and stress management
- Problem-solving and attention to detail
- Team collaboration and service mindset

ABOUT PMAPS

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