

WE ARE HIRING!

JOIN. GROW. SUCCEED.

LAUNCH YOUR CAREER WITH US!



CUSTOMER SUPPORT ASSOCIATE

VOICE PROCESS (INTERNATIONAL)

Handle customer interactions. Solve problems.
Create experiences. Be the voice that makes
a difference!

[24]7.ai



SCAN HERE TO APPLY



RECRUITMENT DRIVE ORGANIZED BY [24]7.ai
IN COLLABORATION WITH

THE OFFICE OF THE DIVISIONAL EMPLOYMENT EXCHANGE, SHILLONG



RECRUITMENT DRIVE
COMMENCES

1ST August
to
30TH October 2026



TIMINGS

11:00 AM - 5:00 PM
MONDAY TO FRIDAY



VENUE

The Office of the
Divisional Employment
Exchange, Shillong
4th Floor, DECT Building,
Keating Road,
Shillong - 793001

KEY RESPONSIBILITIES

- ✓ Handle inbound/outbound calls
- ✓ Identify issues & provide accurate resolutions
- ✓ Ensure customer satisfaction
- ✓ Escalate unresolved cases
- ✓ Follow scripts, guidelines & SLA timelines
- ✓ Document interactions in CRM
- ✓ Meet KPIs - AHT, FCR, CSAT, attendance metrics

YOU BRING

- ✓ Excellent verbal/communication (English / regional languages)
- ✓ Active listening & empathy
- ✓ Problem-solving & patience
- ✓ Strong customer-handling skills

ELIGIBILITY

- ✓ 12th Pass / Graduate
- ✓ Freshers & experienced candidates eligible
- ✓ Prior BPO experience is an advantage but not mandatory
- ✓ Age up to 35 years

BENEFITS & AMENITIES

- ✓ Health and Life Insurance coverage
- ✓ Free two-way pick & drop cab services
- ✓ Attractive Salary Packages & other benefits
- ✓ Spot offer and joining now!



STEP IN TODAY,
STEP UP TOMORROW!



For more information
write us at
mccshillong123@gmail.com

OR



Visit Divisional Employment Exchange, Shillong
Address: 4th floor, DECT building,
Keating road, Shillong-793001



Kindly be aware of frauds, **MCC Shillong/ NCS never asks any amount**
for registration, training or providing job opportunity.