



L1-Support

- **Vacancy for:** 6
- **Posted on:** Sept. 15, 2017
- **Deadline:** Sept. 23, 2017, 11:55 p.m.

Position Summary

The given job position is posted on behalf of the client organization of Real Solutions Private Limited, "**A Reputed Internet Service Provider**". The selected candidates will be hired under the contract of Real Solutions Private Limited and shall be deputed on the location assigned by the client organization.

Job Location: Can be assigned to any area of Kathmandu Valley.

No. of Vacancy: 06

Salary: 12,000.00

Other Benefits

- Fuel Allowance
- Communication Allowance

Minimum Requirements

- +2 completed or Bachelor running. (Priority will be given to Bachelor completed)
- Bike with license is compulsory
- Employment type:- Outsource (Contract Minimum 3 month)

Job Descriptions

- Provide support on the field is the primary job
- Determines customer service requirements by maintaining contact with customers; visiting operational environments; conducting surveys; forming focus groups; benchmarking best practices
- Analyzing information and applications
- Develop and implement customer service guidelines, policies, and procedures.
- Identify and implement strategies to improve quality of service, productivity, and profitability
- Interdepartmental coordination with proactive feedbacks.
- Liaising with supervisors, team leaders, operatives and third parties to gather information;
- Monitoring department activities to improve quality; minimize errors and track operative performance
- Coordinate with HRD and concern area head/ VP/AVP to identify the training needs
- Perform jobs as assigned by the company

Applying Procedure

Apply Link : <https://merojob.com/l1-support-2/>

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