



Indira Gandhi National Open University
Campus Placement Cell
Maidan Garhi, New Delhi - 110 068

**Campus Placement Drive with British Telecom on
January 29, 2016 (Friday) at Convention Centre, IGNOU Campus**

Job Description

About British Telecom (BT)

BT is one of the world's leading providers of communications solutions and services operating in 170 countries. Its principal activities include networked IT services, local, national and international telecommunications services, and higher-value broadband and internet products and services. BT consists principally of four lines of business: BT Global Services, Openreach, BT Retail and BT Wholesale.

British Telecom is a wholly-owned subsidiary of BT Group. Our vision is to create sustainable competitive advantage through flawless execution at the right cost to serve. And our philosophy is to create an environment for success. An environment where we can hold our head high with confidence and pride for what we do for our customers, a place where continuous learning is in our culture and thirst for knowledge is in our DNA.

Job Description

Designation	Associate
Role	Blended process for Back office & Chat Process for our Captive Setup at Gurgaon.
Total no. of positions	700
Qualification	Any Graduate and selected Post Graduate (BA/BCA/BCOM/BSC/BTS/BSW/MA/MCOM/MSC/MCA)
Location	BT Global Business Services, DLF Building 14, Tower-C, 8th floor, DLF Phase-3, adjacent to Ericsson Building, SEZ Zone, Gurgaon-122002
Cost to company	Rs. 2,00,000 per annum
Annual Retention Bonus	Rs. 16,700
BT Stock Options	Applicable to all employee at BT
Insurance	Life Insurance/Medical Insurance (up to INR 600000)/Accidental Insurance
Shift Timings	24*7/5 days a week
Transport Facilities	Door to door pick up/drop facility within 50 km of service zone

Customer Management & Contact Centre (CMCC)

Process overview

CMCC will focus on the contact centre elements of dealing with customers and managing the customer experience. It would act as a back office factory, that is an off line expert team offering back office support to the Consumers whose orders have failed a happy path and have fallen out because of an issue. In simple terms, an order before getting fulfilled could fall out because of various reasons in the order journey like DOB mismatch, incorrect address etc. It becomes imperative that the error is corrected and the order be put back on a happy path!! This team would focus on exactly this and get in touch with customers by either calling them or through chats to correct the error and get the order journey completed.

Benefits

- BT in India is setting up one of the biggest captives and working in captive has an edge over working in a BPO.
- BT Stock Options (Save Share Policy)
- Opportunity to move laterally within the organisation, through IJP for various other roles and business units which exist

Desired Profile

- Nationality - Indian
- Age - Between 18 and 30 years
- Language skill – Ability to communicate fluently in English.

Important Note

All students are required to carry a copy of their resume at the time of interview along with identity proof.

For further information, please call on 0124-4429639 or send your query or resume to simran.3.kaur@bt.com

(Dr. Manoj Kulshrestha)
Director Incharge (Campus Placement Cell)