

## Central Placement Committee West Bengal

Dear All,

Greetings of the day !!!

This is to inform you that M/s. Genpact is planning to start their interview process from 30th June,2022 onwards.

PFB the details shared with the first batch attached herewith for your reference and necessary action.

"Dear Candidates,

Your Genpact Interview - 1<sup>st</sup> Round ( Speech X ) is scheduled for **June 30, 2022, at 12:00 P.M.**

**Please Note, You should get yourselves registered on the link <https://genpact.avature.net/CampusCommunity>**

**If your college name is not found,**

Please select Option '**Other**' and give the college name or Just Type **Not In List** if your college name is not showing or type your university name.

**Even if you are not able to register on the registration link, still you can join the zoom interview on the zoom link given below**

**|**

**At the specific time and date given above.**

**Please join through the Zoom ID mentioned below,**

**Zoom ID -** Join from PC, Mac, Linux, iOS, or Android: <https://genpact.zoom.us/j/8759867566>

**Note: MBA will be hired as Process Associates (Band 5A) & undergraduate will be hired for Apprenticeship**

**Below is the detailed Instruction on the Apprenticeship program.**

- Eligibility criteria – 0 to 12 months of experience

- Someone with 12 months and 1 day will not come under the apprenticeship
- 15 months Apprenticeship program offered by the Government
- No PF & ESI deduction
- Only Professional Tax deduction, 1% if PAN card is available ( No Pan Card- 10% Tax deduction )
- Only Stipend applicable
- Article ship candidates will not come under the apprenticeship
- After 15 months, they will be assessed and promoted
- MBA cannot be hired as an apprentice
- If the candidate has 3 months or 6 months experience prior, to be offered as per apprentice grid
- Eligible for VIC

**Points to be noted.**

1. Download the Zoom app and do a trial check with your friends, to ensure if your zoom is working.
2. Please keep your camera on while taking the interview with the panel & stay in a place where there is a good network.
3. Request you to join the call and schedule the call on time.
4. Also, to know more about us, please refer to <https://www.genpact.com/>
5. Don't share the ZOOM Id with any other candidates.. this will cause delay and confusion in the session."

*Best Regards,*

*Conveners*

*Central Placement Committee, West Bengal*

*Email ID : [placement.cpcbengal@gmail.com](mailto:placement.cpcbengal@gmail.com)*

With a start-up spirit and 90,000+ curious and courageous minds, we have the expertise to go deep with the world's biggest brands and we have fun doing it. Now, we are calling all you rule-breakers and risk-takers who see the world differently and are bold enough to reinvent it. Come, transform with us. We are inviting applications for the role of Process Associate, Non-Voice Customer Care Were looking for someone with a strong work ethic, and the ability to work well both independently and within the context of a larger team-oriented environment. Self-starting, intellectually curious, and creative individual comfortable operating in a fast-paced, dynamic environment

**Job Profile: English and Bengali Specialist**

**Responsibilities:**

- Provide resolution to maintain standards of quality
- Recognize trends and patterns and raise issues timely
- Provide insights to help improve the support to the users
- Maintain a thorough understanding of processes and policies
- Provide excellent customer service to our customers

## **Qualifications we seek in you**

### **Minimum qualification**

Any Graduate (PG an added advantage)

- Freshers are eligible
- Should be able to read & speak the English & Bengali

### **Preferred Qualifications**

- Effective probing skills and analyzing / understanding skills
- Problem-solving skills with a customer-centric approach
- Must be able to work on a flexible schedule (including weekend shift work)

**Shifts:** Rotational Shifts (Flexible to work in 24\*7 shifts)

### **Looking for someone who is flexible to work from the Office**

Genpact is an Equal Opportunity Employer and considers applicants for all positions without regard to race, color, religion or belief, sex, age, national origin, citizenship status, marital status, military/veteran status, genetic information, sexual orientation, gender identity, physical or mental disability or any other characteristic protected by applicable laws. Genpact is committed to creating a dynamic work environment that values diversity and inclusion, respect and integrity, customer focus, and innovation. For more information, visit [www.genpact.com](http://www.genpact.com). Follow us on Twitter, Facebook, LinkedIn, and YouTube.