

Telecaller – Customer Support

Description

Are you a confident communicator with a knack for building relationships over the phone? FinTax24 is looking for an enthusiastic **Telecaller** to join our team. This role is perfect for individuals who enjoy speaking with people, have basic knowledge of sales or customer service, and want to grow in a fast-paced professional environment.

As a **Telecaller at FinTax24**, you will be the first point of contact for our clients, helping them with inquiries related to taxation, GST, and business services. Your role will involve both inbound and outbound calls, explaining our services, setting appointments, and ensuring excellent customer engagement.

Whether you're a **fresh graduate**, a **student looking for work**, or someone with previous telecalling experience — this opportunity will help you gain **real-world experience in client interaction and communication**.

Responsibilities

- Make outbound calls to potential and existing clients to explain services like GST filing, ITR, business registration, etc.
- Answer inbound calls and resolve client queries professionally and efficiently.
- Maintain and update client databases, call logs, and follow-up schedules.
- Coordinate with the sales and support team to ensure timely responses to client inquiries.
- Schedule meetings or demos for senior team members with interested clients.
- Achieve daily and weekly call targets with quality client interaction.
- Provide product/service information accurately and build strong rapport with clients.
- Ensure client satisfaction through polite and clear communication.
- Share client feedback and suggestions with the management team.
- Maintain confidentiality and professionalism at all times.

Qualifications

- Minimum Qualification: 12th Pass or pursuing Graduation in any stream (Commerce preferred).
- Good communication skills in Hindi, Gujarati, and basic English.
- Comfortable speaking on the phone with confidence and clarity.
- Basic knowledge of taxation or finance is a plus (not mandatory).
- Freshers are welcome; prior telecalling experience is an advantage.
- Ability to learn quickly, follow scripts, and adapt to client needs.
- Good listening skills, patience, and a positive attitude.

Job Benefits

- **Training Provided:** Learn client handling, communication etiquette, and

Hiring organization

FinTax24

Employment Type

Full-time, Intern

Beginning of employment

Immediate or within 1 week of selection

Duration of employment

Full-Time

Industry

Finance / Taxation / Client Services

Job Location

FinTax24, First Floor, 24 Square, Nr. Hotel Nandini, Bhavnagar Road, 364270, Palitana, Gujarat, India

Working Hours

Full-Time: 9:00 AM to 7:30 PM (Monday to Saturday)

Date posted

July 31, 2025

Valid through

30.09.2025

basic financial services.

- **Certificate of Experience:** Get recognized for your contribution at FinTax24.
- **Performance Incentives:** Earn bonuses for achieving call or conversion targets.
- **Skill Development:** Improve communication, sales, and CRM software skills.
- **Flexible Timings:** Suitable for students or part-timers.
- **Friendly Work Environment:** Supportive team and growth opportunities.
- **Letter of Recommendation:** Based on performance, useful for future jobs.