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| **JOB DESCRIPTION** |
| **I. JOB DETAILS** |
| **Job Title** | **Telecaller cum Recruiter** |
| **Function** | Human Resources  | **Location** | Noida  |
| **Direct Reporting to:** | **TA Manager**  | **Matrix Reporting to:** |  |
| **Staff Supervised** | **Direct Reports: NA** | **Matrix Reports:** | **NA** |
| Brief Introduction: Vision India is a Business Conglomerate with three main business verticals - Staffing, Skill Development, Rural BPO, and Advisory Services. With a base of 32,000 associates and a client list proudly featuring 150 Indian, MNC, and Government of India/State(s) entities, we offer a solid track record in the Staffing domain, serving a variety of organizations in India, South East Asia, and the Middle East. We hold ISO 9001, ISO 21001:2018, ISO 10002, ISO 14001, ISO/IEC 20000, ISO 27001, and OHSAS 18001 Certifications, and maintain an unwavering focus on delivering quality services to our clients, enabling them to achieve their business goals with cost efficacy.We have consistently grown our top line over the past several years, reaching a revenue of INR 200 Crore for the fiscal year 2022-23, with year-on-year growth of nearly 50% over the last couple of years. We are positioned for even stronger top line growth in the coming years, driven by significant projects commissioned in 2023-24, as well as our strong fundamentals in the staffing sector.Our captive job portal, JustJob, boasts a database of over 3.5 million+ candidates and features 10,000 active jobs. It is trusted by more than 100 corporate entities and government organizations. |
| **II. JOB PURPOSE** |
| We are looking for a motivated and enthusiastic Telecaller cum Recruiter to join our team at Vision India Services Pvt Ltd. In this role, you will be responsible for handling both inbound and outbound calls for JustJob, our flagship job portal. This position offers an exciting opportunity for candidates to learn the ropes of recruiting while actively engaging with job seekers and employers. |
| **III. KEY RESPONSIBILITIES** |
| * **Handle Inbound Calls:**

Respond to inquiries and provide information to job seekers and employers who call our helpline for assistance with JustJob.* **Make Outbound Calls:**

Proactively reach out to job seekers and employers to promote JustJob's services, gather feedback, and assist in their job search or recruitment needs.* **Assist Job Seekers:**

Guide job seekers in using the JustJob platform effectively, helping them create profiles, search for jobs, and apply for positions.* **Support Employers**:

Provide information to employers on how to post job listings, access candidate profiles, and make the most of our recruitment solutions.* **Learn Recruitment**

Processes: Undergo training in recruitment processes and techniques, allowing you to transition into a full-time recruiter role after one year of service.* **Maintain Records:**

Keep accurate records of all interactions and feedback from calls, ensuring that data is regularly updated in our systems. |



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| **IV. KEY PERFORMANCE INDICATORS** |
| **Measurable Deliverables** | 1. Call Volume: Achieve daily/weekly/monthly call targets.
2. Call Quality: Maintain high-quality, professional calls as well as Aim for positive outcomes in calls.
3. Customer Satisfaction: Ensure a high customer satisfaction rating.
4. Learning Progress: Make progress in learning recruitment processes during training.
5. Conversion Rates: Increase conversion rates for job seekers and employers.
6. Training Success: Successfully complete training modules.
7. Transition Readiness: Prepare for a recruiter role after one year.
8. Lead Generation: Generate leads for job postings and candidate profiles.
9. Compliance: Adhere to company policies and ethical standards.
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| **V. QUALIFICATIONS, CERTIFICATIONS AND EXPERIENCE** |
| VISPL**Qualifications & experience**  | * Any educational background with 1 to 2 years of experience as a telecaller in reputed orgnization.
* Aspirational to become a recruiter.
* Proficiency in English and regional language is plus plus
* Basic computer skills.
* Adaptability and ethical conduct.
* Results-oriented with a passion for driving quality.
* Strong on persuasion & Data Management
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 To know more about **Vision India,** visit us at [www.vispl.co.in](http://www.vispl.co.in/); [www.justjob.co.in](http://www.justjob.co.in)