



## **Job Description**

<b>Job Title</b>	<b>:</b>	<b>Customer Service Executive</b>	<b>Department</b>	<b>:</b>	<b>Customer Service</b>
<b>Job Status</b>	<b>:</b>	<b>Full Time</b>	<b>Shift Timing</b>	<b>:</b>	<b>Night Shift</b>
<b>Openings</b>	<b>:</b>	<b>100</b>	<b>Location</b>	<b>:</b>	<b>Hyderabad</b>

### **Job Summary**

This product is called Examity, we are providing proctoring service to the recognized Universities in USA. Proctoring means online invigilation. Students take Exams Online using Webcam. We need to explain the rules to the student and monitor them through put the Exam and provide assistance as and when required..

### **Functions & Responsibilities**

#### **Exam:**

- Proctor examinations as and when scheduled either thru automated roster OR manual schedules
- Supervise the investigation of any alleged breach of Disciplinary Regulations for students. This will involve interviewing students and keeping a written record of such meetings.

#### **Student:**

- Help Students complete the prerequisites of the exam
- Validate and Verify the identity of Student before taking the examination
- Supervise the examination for the entire period and document the same in the database.
- Make sufficient notes or comments in the options/features provided in the software for the next level approver (auditor) to make a final call on the examination taken by the Student.

#### **MIS:**

- To participate in weekly review meetings reviewing the proctoring performance and carefully note the improvements noted during the meeting and implement them accordingly
- To provide daily and detailed proctoring report to the Head Proctor OR Process Head

#### **Training:**

- To be able to fully understand the software and ensure proper training is provided to the team of Assistant Proctors
- To keep up with the new enhancements OR developments of the software system and provide refresher training to the Assistant Proctors

#### **Technical Support:**

- Report any technical issues during the exam to the technical support team with full details

#### **Customer Support:**

- Provide efficient customer service to the students, clients by using the business provided customer support tools. The services include chat and email support. The responses should be under the business agreed SLAs.