Template from www.lineupx.com/job-descriptions/customer-support-executive. Replace every highlighted [field] and keep the version you need: the full-time job for freshers or the internship.

Customer support executive (fresher)

Company: [Company name]
Location: [Location] | Work mode: [Work mode]
Employment type: Full-time | CTC: [CTC for the full-time role]
Joining: [Joining date] | Apply by: [Apply by]

About [Company name]

[About your company]

About the role

[Company name] is hiring a customer support executive for the [Team] team. Customers will reach you when something goes wrong with an order, a payment or their account, and they will expect a clear answer. You will take their calls, chats or emails, fix what you can, and pass on the rest with a short note so nobody has to explain twice. New joiners get product training and a supervised start on live contacts before working alone.

What you will do

- Answer customer calls, chats or emails about orders, payments, accounts or service, using the approved script and the knowledge base.
- Confirm who you are helping and what exactly has gone wrong before you act, and repeat the problem back in your own words.
- Resolve routine requests on the first contact, such as order status, a delivery change, a refund update or a password reset, within the limits your team lead sets.
- Record every contact in the helpdesk or CRM tool with the issue, the steps taken and the outcome, so the next person never starts from zero.
- Escalate cases you cannot solve to the right team with a clear summary, and tell the customer what happens next and by when.
- Follow up on open tickets and promised callbacks, record the outcome, and close or escalate each case under the team's closure policy.
- Acknowledge the problem first when a customer is upset, stay polite, and use the company's steps for handling an angry customer.
- Tag each ticket with its reason, such as late delivery or failed payment, so the team can see which problems keep returning.
- Say that you will check and come back instead of guessing, and confirm the answer in the knowledge base or with a senior.
- Sit with your team lead every week to go through recorded calls or chat transcripts, and apply the feedback.

What we are looking for

- Clear communication in the languages our customers use, such as Hindi, Tamil, Marathi or Bengali: spoken for calls, written for chat or email.
- Ability to write short, polite chat and email replies with correct spelling and no copy-paste errors.
- Accurate typing while listening or chatting, so that the notes are complete by the end of the contact.
- Comfort with email, a browser and a spreadsheet, and quick learning of new software tools.
- Patience: listens without interrupting and stays calm when a customer is upset.

- Willingness to follow a script and a checklist where they are required, and to ask a senior instead of improvising.
- Willingness to work the shift pattern stated in this post, including rotational shifts or weekends if that applies.

Good to have

- Experience of dealing with people, such as a college helpdesk, a fest desk, a retail counter or a part-time job.
- Fluency in a second language.
- Familiarity with a helpdesk, CRM or live chat tool.
- Knowledge of the product area, such as e-commerce, banking apps, telecom or edtech.
- Touch-typing.

Who can apply

Graduates from any stream fit, and B.Com, BA, BBA, BSc and BCA applicants are common. The stream matters less than clear communication and reliability.

How to apply

Apply through this job post by [Apply by]. Shortlisted candidates will hear from us about the next steps.

Customer support executive intern

Company: [Company name]
Location: [Location] | Work mode: [Work mode]
Employment type: Internship | Duration: [Internship duration] | Stipend: [Stipend for the internship]
Joining: [Joining date] | Apply by: [Apply by]

About [Company name]

[About your company]

About the role

[Company name] is offering a customer support internship for students and recent graduates, for the period in this post. You will first listen in on live calls and chats, then answer simple queries yourself with a senior beside you. You will learn our product, our helpdesk tool and what a good reply sounds like. Strong performers may be considered for a full-time role.

What you will do

- Listen to live calls and read chat transcripts, and note how experienced executives open, clarify and close a contact.
- Answer simple, low-risk queries from the knowledge base, with a senior checking each reply.
- Write ticket notes in the helpdesk tool and have them reviewed.
- Draft email replies for common questions and send them once your mentor approves.
- Collect the week's most repeated customer questions and suggest one knowledge-base article to add.
- Complete the product training modules before you take live contacts.

What we are looking for

- Final-year student or recent graduate who communicates clearly in English and one customer language.
- Accurate typing and writing.
- Comfort with working at a screen through the shift, and with a headset for voice roles.
- Availability for the training and shift timings stated in this post.

Who can apply

Graduates from any stream fit, and B.Com, BA, BBA, BSc and BCA applicants are common. The stream matters less than clear communication and reliability.

How to apply

Apply through this job post by [Apply by]. Shortlisted candidates will hear from us about the next steps.

Screening questions to add to your job post

1. **Which do you prefer to handle: calls, chat or email?** Matches the person to the channel. Someone who dislikes phones will struggle in a voice role, and a weak writer will struggle in chat.
2. **A customer says their order has not arrived and is very upset. What are the first two things you say or write?** A good answer acknowledges the problem and checks the order before explaining or defending the company. Arguing, or promising a date without checking, is a warning sign.
3. **A customer asks something you do not know. What do you do?** Listen for: say you will check, use the knowledge base or ask a senior, and come back with the answer. Guessing is what you want to screen out.
4. **Which shift patterns can you work, and are there any days or hours you cannot?** Support roles lose people who were not told about night or weekend shifts until the offer. A clear answer now avoids a resignation after training.
5. **Which languages can you use with customers, in speech, in writing or both?** Confirms coverage for your customer base. Test each language in the advertised channel: a short call for voice, a written reply for chat or email.
6. **Besides social media, which software tools have you used, such as email, spreadsheets or any chat or helpdesk tool?** Shows how quickly they will pick up your ticketing system. None is fine for a fresher who has taught themselves other tools.
7. **Tell us about a time you explained something to someone who did not understand it at first.** Shows patience and clear explanation. A good answer says what the applicant changed when the first explanation did not work.