

Telecaller (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 telecaller for the [Team] team. You will call people from the lists we give you, use a script to explain why you are calling, listen to their answers and record the result of every call. You will fix callbacks, appointments or visits for our team and pass interested people on with clear notes. We train you on the script, the product and the calling tool, and your team lead listens to calls and gives feedback.

What you will do

- Call the leads or customers on your daily list during the calling hours set by the company, using the approved script.
- Open each call by saying who you are and why you are calling, then ask whether it is a good time to talk.
- Ask the short questions in the script to find out whether the person is interested, and listen to the answer before you speak again.
- Record the result of every call in the CRM or dialler (interested, call back later, not interested, wrong number or not reachable) with a note in your own words.
- Call back at the time the person asked for, and check your list of callbacks due at the start of each shift.
- Book appointments, demos, counselling slots or site visits for the sales or admissions team, and send the confirmation message the same day.
- Hand interested people to the right colleague with notes, so they do not have to answer the same questions twice.
- Mark a number as not to be called again when a person asks you to stop, and tell your team lead.
- Answer simple questions from the FAQ sheet, and pass on anything you cannot answer instead of guessing.
- Listen to recorded calls with your team lead each week and apply their feedback.

What we are looking for

- A clear, pleasant voice on the phone, and fluency in at least one language your customers speak, such as Hindi, English or a regional language.
- Reads a script naturally and can step away from it to answer an unexpected question.
- Stays polite when a person is rude, busy or says no again and again.
- Types fast enough to write call notes while talking.
- Reliable attendance for the shift hours stated in the post.
- Honest about what the product or service offers.

Good to have

- Earlier experience of customer calls, a campus calling drive or an admissions internship.
- A second language spoken by your customers.
- Familiarity with a CRM or a dialler.
- Basic spreadsheet skills.
- Comfort speaking with parents or students, if the calls are for admissions.

Who can apply

Higher secondary pass candidates and graduates from any stream can apply. The job runs on voice, language and discipline more than on a particular degree, so set the language requirement from your customers and skip degree filters you do not need.

How to apply

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

Telecaller 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 looking for a telecalling intern to help our team reach students, parents or customers by phone. You will call from lists we provide, follow a script, log what people say and set up callbacks for the full-time team. A team lead listens to your first calls and gives feedback. This suits a student who wants phone confidence and a first look at sales or admissions work.

What you will do

- Practise the script with your team lead before making live calls.
- Call the leads on your list in the language assigned to you and record the result of each call.
- Send the follow-up message to interested people using the approved template.
- Note the questions you could not answer and share them with your team lead each day.
- Prepare a short end-of-day summary of interested leads and callbacks due.
- Listen to recordings of experienced callers and note what they do well.

What we are looking for

- A student or recent graduate in any stream.
- Speaks clearly in the language of the calls you are given.
- Comfortable making calls for the hours stated in the post.
- Basic typing and spreadsheet use.
- A quiet place and a working headset, if the internship is from home.

Who can apply

Higher secondary pass candidates and graduates from any stream can apply. The job runs on voice, language and discipline more than on a particular degree, so set the language requirement from your customers and skip degree filters you do not need.

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 languages can you speak comfortably on a call with a stranger, and which can you read aloud from a script?** Speaking freely and reading aloud are different skills. The answer shows whether the applicant fits the calls you will assign.
2. **Imagine you phone someone about our product and they say no. What do you say, and what do you do next? You can use a real example if you have one.** A caller hears refusals often. Look for an applicant who stays calm, accepts the answer politely and moves on without taking it personally.
3. **A person you call says they are busy right now. What do you say?** The right answer offers a callback time and notes it. Pushing on with the pitch tells you the applicant will annoy your customers.
4. **A person tells you to stop calling. What do you do?** The answer should be to stop politely, mark the number and tell the team lead, in line with your company's calling policy.
5. **Can you work the calling hours in this post, including any evening or weekend shifts, on a regular basis?** Confirms availability for the advertised schedule. State the actual shifts and any weekend work first, and do not ask for personal reasons if the answer is no.
6. **How fast can you type, and which tools have you used, such as Excel, Google Sheets or a CRM?** Notes have to be entered while the person is still on the line, so typing speed and tool comfort matter more than they seem.