



**Welcome!**

**AssisTech Foundation, in collaboration with *Ali Yavar Jung National Institute of Speech and Hearing Disabilities (Divyang)*, Mumbai, is organising a Placement Drive for Persons with Disabilities.**

**Adidvara – an ATF initiative, is a digital platform that enables Learning, Livelihood, and Living for Persons with Disabilities through Assistive Technology.**

**🔊 Job Opportunity: Customer Service Consultant**

**📍 Company Name: Sutherland Global Services**

**Place: Airoli, Navi Mumbai**

**Role & Responsibilities:**

- Be the primary point of contact for B2B customers via Voice, Email & Chat.
- Provide timely, accurate, and professional support while meeting SLAs.
- Take full ownership of each interaction with proactive problem-solving.
- Handle sensitive issues with empathy and maintain a positive brand image.
- Maintain customer records and documentation with accuracy.
- Meet performance metrics: Quality, Productivity, Attendance, FCR.
- Suggest process improvements and flag recurring concerns.

**Skills Required:**

- Good verbal & written communication in English.
- Strong customer service mindset with active email communication skills.
- Ability to empathize, manage time efficiently, and work independently.

**Eligible Disability Categories:**

- Hearing Impairment
- Locomotor Disability
- Blind / Visual Impairment
- Dwarfism
- Thalassemia
- Hemophilia
- Acid Attack Victim will be cherished and remembered.



**Salary: 2.4 LPA – 3 LPA**

**Qualification: Graduate and above**

**Age : 18 to 30 Years**



**Job Type: Full-time, Work From Office**

**Walk an interview**



**Interview Date: 05/12/2025**



**Reporting Time: 9:30 AM(morning) to 12.30 pm (afternoon)**



**Venue**

**2nd Floor, B-Wing, Ali Yavar Jung National Institute of Speech and Hearing Disabilities (Divyangjan) K.C. Marg, Bandra (W) Reclamation Mumbai – 400 050**

*Google map:-<https://maps.app.goo.gl/NGx7hgdimPYUtth97>*

**Registration Link:**



**<https://forms.gle/HJNrLLrrE4XaUBA47>**



**Note: Please bring:**

- Resume
- Xerox copy of UDID Card/
- Disability Certificate
- Qualification Certificates
- Experience Certificate (if any)

**Adidvara App Link:**



**<https://play.google.com/store/apps/details?id=com.Adidvara.adidvaramob>**

**For assistance regarding registration or job: [helpdesk@atflabs.org](mailto:helpdesk@atflabs.org)**



**AssisTech Foundation: +91 9353689808**

**For local assistance:**

**Shri. Navnath Jagadale, Vocational Counselor , AYJNISHD(D) Mumbai**

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