



## **JOB DESCRIPTION**

<b>Job Role -</b>	To provide support to Customers in Tax Filing Queries
<b>Job Title -</b>	Tax Support Expert
<b>Experience -</b>	3 Years (Including Articleship)
<b>Location –</b>	Work from Home
<b>Age -</b>	22 – 40 Years
<b>Gender:</b>	Female ( <b>Preferred</b> )

### **Education Qualification:**

- **Prof. Qualification-** CA Final Drop Out (Not appeared in Last 3 Attempts)

### **Experienced Required:**

- **Must Have**
  - Worked in Taxation Domain
  - 1 Year Experience of Tax Return Filing
- **Desired to have**
  - Working knowledge of Tax Software
  - Call center Experience

### **Specific Skills:**

- **Must Have**
  - Knowledge of Direct & Indirect Tax (Income Tax & TDS/ GST)
- **Desire to Have**
  - Good in Verbal Communication
  - Technical Knowledge beginner

### **Job Summary**

Tax Support Expert is one who understand the Tax Filing of Direct and Indirect taxes and assist KDK Customers in their queries pertaining to Tax filing or software technical problem. Under this, customer's issues could be related to the KDK applications used by him like Income tax, TDS, GST, ROC or any other Tax compliance application. He is required to help customers over phone or remote support to enable them in smooth filing of Tax returns. As a Tax Support Expert, you are required to provide support to these customers on Functional and Technical issues and help them to resolve their query. Tasks can include provide functionality related assistance, installing Softwares and solving technical problems.

### **Job Description**

- To support to the customers via remote access or over phone.
- To Listen and understand the queries and provide support and resolution to such queries.



- To be available and upgrade the knowledge of the KDK products to assist the customers.
- To update the information on Support application in rightful manner.
- To be flexible with 50+ customer calls during the day.

**Note:**

Separate Tax Support Expert (s) would be working on each product so there would be 3 Teams under Umbrella of Tax Filing Expert Function.

Currently, there are 3 Products:

- Spectrum (IT & TDS) (Desktop Solution)
- Express GST (Cloud Solution)
- Express TDS (Cloud Solution)

**Pre – requirements**

As this is a work from home profile following are the requirements to operate from work:

1. Laptop
2. Good Internet Connection
3. Head Phone

**Work from Home Requirements**

This is a Work from Home employment type. In this employment you will be required to be available over phone and a computer with an Internet connection during your shift timings.

1. Adhere to all company policies and procedures.
2. To ensure that employee performance will not suffer in remote work arrangements, we advise our remote employees to:
  1. Choose a quiet and distraction-free working space.
  2. Have an internet connection that's adequate for their Job.
  3. Dedicate their full attention to their job duties during working hours.
  4. Adhere to break and attendance schedules agreed upon with their manager.

