



JOB DESCRIPTION

Job Role - To provide support to Customers in Tax Filing Queries

Job Title - Tax Filing Support Expert

Experience - 3 Years (Including Articleship)

Location – Work from Home

Age - 25 – 40 Years

Education Qualification –

- **Graduate-** B. Com
- **Post-Graduation-** Any Post Graduate/Post Graduation Optional
- **Prof. Qualification –** CA Inter (Preferable)
- **Certification Course –** N/A

Experienced Required:

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

Specific Skills:

- **Must Have**
 - Knowledge of Direct & Indirect Tax
- **Desire to Have**
 - Good in Verbal Communication
 - Technical Knowledge beginner

Job Summary

Tax Filing 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 Customer Support executive, 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.

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

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