

Client Services Executive – French & English (Voice)**Location: Thane, Mumbai, Maharashtra****Work Mode: Work From Office (WFO)****Hiring Snapshot**

- Open Positions: 10
- Joining Timeline: Immediate
- Process Type: Client Services – Voice (Travel Domain)

Role Overview

VerbiQ is hiring French- and English-speaking Client Services Executives to support a leading global travel brand. This role is client-facing and voice-based, focused on managing end-to-end travel-related interactions while delivering a high-quality, multilingual customer experience aligned with international service standards.

Language Requirements (Mandatory)

- French: B2 to C2 proficiency
- English: C2-level communication proficiency

Key Responsibilities

- Handle inbound and outbound voice-based client interactions in French and English
- Assist clients with travel-related requests, including reservations, modifications, and service coordination
- Serve as the primary point of contact for client queries, ensuring timely, accurate, and professional resolution
- Maintain communication quality consistent with global client service expectations
- Accurately document client interactions and updates in internal systems
- Collaborate with internal operations and support teams to ensure seamless service delivery

Eligibility Criteria**Education**

- HSC with a minimum of 6 months of relevant experience, OR
- Graduates – Freshers are welcome

Skills & Competencies

- Strong spoken communication skills in French and English
- Client-centric mindset with a focus on service quality and attention to detail
- Ability to work in a 24x7 rotational shift environment
- Prior experience in travel operations, international processes, or client services is an advantage

Interview Process

1. HR Screening
2. French AMCAT
3. Operations Interview
4. French Language Evaluation

Compensation & Benefits

- CTC: Up to ₹9 LPA (based on experience and language proficiency)
- Transport Facility: As per IBU boundaries
- Opportunity to work with a renowned global travel organization
- Exposure to international clients and multilingual operations

Shift Details

- 24x7 rotational shifts
- 9-hour shifts
- 5 working days with rotational week-off