

Support Team Internship Job Description Overview

Join our dynamic Support Team Internship, a 5-month program tailored for students and recent graduates eager to gain hands-on experience in customer support, coordination, and operational excellence. This part-time, hybrid role offers the flexibility to work remotely or on-site in urban/rural areas, providing an opportunity to contribute to impactful community and organizational initiatives. No prior technical or support experience is required, as comprehensive training in customer service, issue

resolution, and operational workflows will be provided under the guidance of seasoned professionals.

Program Highlights

- Duration: 5 months, with the first 2 months unpaid and a stipend (₹8,000–₹12,000/month) for the remaining 3 months; extension possible based on performance and project needs.
- Type: Part-time (15–20 hours/week, flexible schedule to accommodate academic commitments).
- Location: Hybrid (remote with occasional on-site work in metro, tier 2/3 cities, or rural areas like Delhi, Bangalore, requiring a reliable internet connection for remote tasks).
- Mentorship: Personalized guidance from experienced support professionals with regular feedback sessions.
- Training Provided: No prior skills required; comprehensive training in customer support, issue tracking, and digital tools.
- Hands-On Projects: Contribute to real-world support initiatives, including customer assistance, process optimization and operational coordination.

Key Responsibilities

As a Support Team Intern you will:

- Assist in responding to customer inquiries via email, phone, or digital platforms to ensure timely and effective resolutions.
- Collaborate with the support team to streamline workflows and improve operational efficiency.
- Document support interactions, track issues, and maintain accurate records for transparency and system efficiency.
- Support the coordination of community or organizational events, ensuring smooth execution and participant satisfaction.
- Create and update user guides, FAQs, or support materials in regional languages to enhance accessibility.
- Conduct feedback surveys to gather insights and improve support processes.
- Assist in partnership coordination with internal teams or external stakeholders to enhance support operations.

Learning Opportunities

Under expert mentorship, you will gain:

- Customer Support Skills:
 - Master customer service techniques and issue resolution processes with full training.
 - Learn to manage support ticketing systems and ensure accurate data logging.
- Operational Excellence:
 - Gain experience in coordinating workflows and optimizing support processes.
 - Develop skills in managing operational tasks for seamless execution.
- Communication Skills:
 - Enhance abilities in professional communication with diverse audiences. Learn to
 - create accessible support materials for non-digital or regional audiences.
- Digital Tools:
 - Develop proficiency in support platforms (e.g., Zendesk, Google Suite) and remote collaboration tools with training.
 - Optimize support workflows using digital tools for maximum efficiency.
- Career Development:
 - Receive personalized mentorship to guide your growth in support and operations.
 - Build a professional portfolio showcasing contributions to support initiatives.

Required Skills and Qualifications

We welcome candidates passionate about customer support and operational coordination. No prior skills are required, and training will be provided.

- Operational and Communication Skills:
 - Basic understanding of customer service or coordination through coursework, projects, or self-study.
 - Willingness to learn support tools and processes through provided training.
- General Skills:
 - Strong attention to detail for tracking issues and maintaining accurate records.
 - Excellent communication skills for interacting with customers and collaborating with teams.
 - Proactive problem-solving abilities and a self-motivated attitude toward learning.
 - Ability to work independently and collaboratively in a hybrid team under mentorship.

Requirements

- Current enrollment in social sciences, business, communications, or related fields at an accredited institution.
- Availability for 15–20 hours per week with a flexible schedule.

- Access to a reliable internet connection and a computer/smartphone capable of running support tools.
- Willingness to travel occasionally to tier 2/3 cities or rural areas (e.g., Chennai, Hyderabad) for on-site support tasks.

Preferred Qualifications

While not mandatory, these qualifications strengthen your application:

- Personal or academic projects in customer service, event coordination, or operational support.
- Basic familiarity with data processing tools (e.g., Excel, Google Sheets) or support platforms.
- Exposure to communication strategies or volunteering through coursework or personal initiatives.
- Familiarity with remote collaboration tools (e.g., Slack, Trello, Zoom).

Who Should Apply

- **Students:** Undergraduates or postgraduates in social sciences, business, communications, or related fields eager to gain experience in support and operations, with no technical background required.
- **Freshers:** Recent graduates passionate about launching careers in customer support or operational coordination, with training provided to bridge skill gaps.

Work Environment

- **Collaborative Culture:** Join a supportive, inclusive hybrid team fostering creativity and continuous learning in support operations.
- **Mentorship:** Receive one-on-one guidance from experienced professionals to accelerate your skills, with tailored training.
- **Real-World Impact:** Work on projects enabling customer satisfaction and operational efficiency.
- **Flexible Arrangements:** Hybrid work (remote with occasional on-site tasks in metro, tier 2/3, or rural areas) with a flexible 15–20 hours/week schedule.
- **Duration and Compensation:** 5 months, with the first 2 months unpaid and a stipend (₹8,000–₹12,000/month) for the remaining 3 months; extension possible.

Benefits

- **Hands-On Experience:** Gain practical skills in customer support, issue resolution, and operational coordination, with comprehensive training.
- **Mentorship:** Learn from experts in support operations, with personalized feedback.
- **Portfolio Development:** Build a professional portfolio showcasing contributions to support initiatives.
- **Academic and Career Support:** Earn academic credit (subject to approval) or reference letters for academic and professional advancement.

- Networking: Connect with support and operations professionals, opening future career opportunities.

How to Apply

Take the first step toward a rewarding career in support operations! Our three-stage selection process ensures we find passionate candidates:

1. Application Submission: Submit your resume, along with any relevant project portfolios or links to work (e.g., support-related projects, coordination tasks) to support@rbcurexia.com.
2. Assessment Task: Complete a short task on customer support or operational coordination to demonstrate your abilities (no prior skills required; guidance provided).
3. Interview: Participate in a virtual or in-person interview to discuss your skills, passion, and fit, with opportunities to learn more about the role.

Apply today to gain invaluable experience in support operations, with all necessary training provided, and contribute to impactful solutions!

Contact Us

For more information, reach out to us:

- Website: www.rbcurexia.com
- Email: support@rbcurexia.com