



**ਆਈ. ਕੇ. ਗੁਜਰਾਲ ਪੰਜਾਬ ਟੈਕਨੀਕਲ ਯੂਨੀਵਰਸਿਟੀ ਜਲੰਧਰ, ਕਪੂਰਥਲਾ**  
**I.K. GUJRAL PUNJAB TECHNICAL UNIVERSITY JALANDHAR, KAPURTHALA**  
**Centre of Training and Placement**

Ref. No. IKGPTU/T&P/..18.....

Dated August/01/2024

Directors/HoDs (All Academic Departments)  
All the University Campuses  
I K Gujral Punjab Technical University

**Sub: BJS Distribution & Storage & Couriers Pvt. Ltd. (www.bjshomedelivery.com) - Joint Campus Placement Drive.**

Dear Sir/Madam

I K Gujral Punjab Technical University invite students of its campuses to participate in BJS Delivery - Joint Campus Placement Drive as per the below mentioned details:-

Venue : IKG PTU main campus, Kapurthala  
Designation : Customer Service Advisor (**Details attached**)  
Course/ Stream : UG/PG (All streams)  
Location : Chandigarh  
Salary Package : 3.00 LPA (inclusive of all benefits)  
Batch Eligible : 2023 & 2024 passed out  
Selection Process : Test & Interview (**Physical mode**)

**Interested students may register at the below mentioned link:-**

[https://docs.google.com/forms/d/1hm8wobumfiqHc07sa\\_8bZXcRGtnkRINBqHkY7STklV8/edit](https://docs.google.com/forms/d/1hm8wobumfiqHc07sa_8bZXcRGtnkRINBqHkY7STklV8/edit)

You are requested to kindly direct the Training & Placement Faculty Coordinator of your campus/department to share the information with the concerned students. **Last date of online registration is August 03, 2024 before 1700 hrs.**

*Date & Time of the placement drive will be informed later on.*

With profound regards,

  
Er. Navdeepak Sandhu  
Deputy Director (T&P)

***"Propelling Punjab to a prosperous Knowledge Society"***

**I.K. Gujral Punjab Technical University**  
Jalandhar-Kapurthala Highway, Kapurthala -144 603. Phone : 01822-282580  
**E-mail : placements@ptu.ac.in Website : www.ptu.ac.in**

# COULD YOU DELIVER A POSITIVE ATTITUDE, LOTS OF EFFORT AND A FRIENDLY SMILE ON THE BJS GRADUATE PROGRAMME?



# INTRODUCING BJS HOME DELIVERY

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## SINCE 2009...

We've partnered with world-class retailers to deliver the very best two-person home delivery service in the UK.

To do this, we've built an exceptional team from the logistics, retail and IT industries, stretching across two continents while remaining an independent and family-run business.

We are a corporate built on compassionate values; named after Baba Jaswant Singh Ji - who remains the spiritual inspiration and guidance behind the brand even after his death in 2020 - and we have an authentic desire to make a lasting and positive impact on the world.

Our graduate programme is now beginning, are you going to join us on this journey?



# ABOUT THE BJS GRADUATE PROGRAMME

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## WHAT WILL I GET FROM THE BJS GRADUATE PROGRAMME?

The BJS Graduate Programme offers a wealth of benefits that will help you grow both personally and professionally. First and foremost, you'll gain the essential experience necessary to advance your career, and you'll receive continuous training that will help you develop your skills to the fullest.

From day one, you'll be given a challenging, hands-on role that will immerse you in a global and diverse environment. You'll have the opportunity to work alongside talented and experienced colleagues, who will welcome you into our family with open arms. Our focus on teamwork means that you'll be encouraged to make your contribution to the organisation, and we'll work together to achieve great things.

Throughout the programme, you'll receive support and guidance from supervisors and mentors who will provide frequent reviews as part of our structured development programme. This programme will be designed in advance to meet your unique needs and ambitions, and will provide you with world-class training in our business and your role.

We're committed to helping you develop your expertise and earn valuable professional qualifications. We'll provide you with a range of opportunities to hone your skills and develop your abilities, and we'll encourage you to take advantage of all that's on offer.

At the end of the programme, we'll provide you with a concise assessment of your performance and competence. This will help you determine whether you're ready to embark on a challenging and rewarding career with BJS.

We're confident that our programme will provide you with the skills, experience, and training you need to achieve great things, and we look forward to welcoming you into the BJS family.

**Turn the page to see our open roles...**



# CUSTOMER SERVICE ADVISOR IT PARK, CHANDIGARH

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**DEPARTMENT: CUSTOMER SERVICE**

## **Job Role and Responsibilities:**

- Manage central email inboxes appropriately and action inbound emails.
- To promptly answer incoming and make outgoing calls in an enthusiastic, courteous, and efficient manner.
- Adhering to internal and external policies/procedures to ensure delivery process is executed smoothly.
- Maintain system with current information to ensure orders are updated with all communications.
- Ensure requests to supply information to internal and external contacts are completed within the required deadlines.
- Liaise with relevant departments to ensure procedures are followed and goods are dispatched.
- Manage own work schedule to ensure assigned duties/tasks are completed with minimum supervision.
- Identify the customer's requirements and respond to them.
- Complete additional ad-hoc tasks as required.



# CUSTOMER CARE EXECUTIVE IT PARK, CHANDIGARH

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## DEPARTMENT: CUSTOMER CARE

### Job Role and Responsibilities:

- To be responsible for investigation, resolution and reporting of all customer & client related complaints.
- To input all complaints onto the in-house system, reporting and seeing through to completion.
- Take full ownership of all queries, providing a prompt resolution.
- Escalate all unresolved issues/complaints to your Line Manager.
- To ensure all policies and procedure relating to customer complaints are followed and are adhered to and documents within “Toolbox”.
- Respond positively to any new initiatives that are brought into practice making sure they easily become part of the customer experience service delivery.
- Ensure that all written communication is carried out as per the customer care procedures and any contractual specification.
- To act as an ambassador for BJS and always assert and behave in a professional and courteous manner.



# TRANSPORT CO-ORDINATOR IT PARK, CHANDIGARH

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## DEPARTMENT: DRIVER HELPDESK

### Job Role and Responsibilities:

- Manage inbound calls/ queries from Drivers and Sidemen.
- To promptly answer incoming and make outgoing calls in an enthusiastic, courteous, and efficient manner.
- Adhering to internal and external policies/procedures to ensure delivery process is executed smoothly.
- Maintain system with current information to ensure orders are updated with all communications.
- Ensure requests to supply information to internal and external contacts are completed within the required deadlines.
- Liaise with relevant departments to ensure procedures are followed and goods are dispatched.
- Manage own work schedule to ensure assigned duties/tasks are completed with minimum supervision.
- Identify the customer's requirements and respond to them.
- Complete additional ad-hoc tasks as required.



# DRIVER COMPLIANCE TEAM LEADER IT PARK, CHANDIGARH

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## DEPARTMENT: DRIVER COMPLIANCE

### Job Role and Responsibilities:

- Monitoring performance of Delivery team in their care
- Compliance to process of using equipment correctly, such as PDA and TomTom
- Dealing with behaviour issues either with office, customers or public
- Monitoring attendance and dealing with any issues
- Supporting evidence for fines, charges and disciplinary
- Supporting teams to a better overall performance
- Ensuring teams service levels are at the expected level of excellence.
- Ensuring the company's reputation and brand image is protected by the delivery teams.
- Ensuring image of the company through wearing correct uniform is adhered to
- Assisting teams to deal with any issues, either by directing them to the correct procedure or supporting them for anything in the remit of driver compliance
- Assist both new starter and leavers and communicate to Delivery Team HR
- Assisting and working with fleet or compliance
- Appraising teams for good performance and recognizing the difficult and hard job they face.





# TRANSPORT CO-ORDINATOR IT PARK, CHANDIGARH

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**DEPARTMENT: COLLECTIONS**

## **Job Role and Responsibilities:**

- Track van and teams to ensure collection are completed in timely manner.
- Managing centralised email inbox of Collections
- Outbound call -Calling the drivers to ensure correct number of parts collected in real -time.
- Handling Inbound call of drivers - to assist with location issue, delay at collection site.
- Planning collection by looking at the CBM and Weight.
- Escalate collection issues if any to line manager.



# TRANSPORT CO-ORDINATOR IT PARK, CHANDIGARH

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**DEPARTMENT: HAULAGE**

## **Job Role and Responsibilities:**

- Accurately processing orders using transport management software
- Tracking driver routes for timely pick up of loads and to check if any delays simultaneously adding the same data on google sheets.
- Check order pricing on the transport management software.
- Ensure POD (proof of delivery) are attached with all orders.
- Cross - check invoices.
- Handling customer communication over email



[bjshomedelivery.com](http://bjshomedelivery.com)

