

## **Level 1**

### 1] **Community Support Agent [CSA]**

The Community Support Agent is one of the important customer engagement and support positions in QEUBIT GLOBAL.

A Community Support Agent acts as the direct customer support connection between QEUBIT GLOBAL and registered customers by maintaining customer engagement, providing service information, handling customer queries, supporting payment coordination, and maintaining customer communication activities.

The main role of a Community Support Agent is to receive customer details from the Community Builder Agent [CBA], maintain regular customer engagement, provide product and service-related information, manage customer communication, support operational updates, collect advance payments, and help maintain customer satisfaction under QEUBIT GLOBAL.

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#### **Customer details handled by Community Support Agents, includes:**

- Customer Name
- Phone Number
- Email Address
- Location
- Date of Birth [DOB]
- Service/Product Required

A Community Support Agent handles approximately 200 customers.

## **Eligibility**

- Both male and female candidates can apply.
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## **Required Qualifications & Skills**

- 》 Good communication skills
  - 》 Good customer handling capability
  - 》 Professional behavior and discipline
  - 》 Responsibility and work dedication
  - 》 Good interaction and support skills
  - 》 Ability to explain clearly
  - 》 Problem-solving ability
  - 》 Capability to engage and support customers
  - 》 Good coordination and operational support skills
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## **Responsibilities**

- Receive and maintain customer data collected from Community Builder Agents [CBA]
- Maintain regular customer engagement and communication
- Provide information regarding products and services selected by customers
- Inform customers about advance payment details and delivery schedules
- Collect advance payments [ including applicable service/support fees ]

- Provide final receipts in both online and offline formats after payment confirmation
  - Handle customer queries, doubts, complaints, and support requests
  - Manage customer communication during delays or operational issues
  - Explain QEUBIT GLOBAL terms and conditions properly
  - Maintain customer records and operational support documentation
  - Coordinate with operational and support teams when required
  - Help maintain customer satisfaction and relationship management
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## COMMUNITY SUPPORT AGENT – SALARY & TERMS

### SALARY

Fixed salary: ₹30,000 per month

### STRUCTURE

- 1 Community Support Agent [CSA] handles approximately 200 customers

### PAYMENT CYCLE

- Salary is calculated and paid on a 30-day cycle

### WORKING POLICY

- Sundays, government holidays, festivals, and approved leave days are considered non-working days
- Operational responsibilities must be maintained properly during working periods
- Community Support Agents are responsible for maintaining customer communication, engagement, payment coordination, and support activities

- Personal leave is allowed for genuine reasons
  - Extra work can be done on working days to maintain Earnings, support workflow and customer satisfaction
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Note:-

Community Support Agents [CSA] are responsible for handling customer engagement, customer communication, and advance payment coordination

- Community Support Agents must collect the required advance payment (including applicable service/support fees) from customers
  - Salary and operational performance are calculated based on successful advance payment completion, customer handling, support workflow management, and responsibility fulfillment
  - Community Support Agents must provide proper payment updates, delivery information, and final receipts in both online and offline formats after payment confirmation
  - If customer handling, communication, payment coordination, or support responsibilities are not properly fulfilled, salary deductions may be applied
  - If salary deductions occur, the remaining eligible salary amount will be provided accordingly
  - Salary and operational evaluation depend on customer support quality, communication efficiency, operational workflow, advance payment completion, and responsibility fulfillment under QEUBIT GLOBAL
  - If customer support operations are maintained properly and customer satisfaction remains high, additional benefits and rewards may be provided accordingly by QEUBIT GLOBAL.
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## EMPLOYMENT TERMS

- Contract starts from the joining date
  - 1-month prior notice required for resignation
  - Leaving within 6 months → ₹1999 support and training fee applicable
  - Leaving after 6 months → no fee required
  - Customer support and operational guidance are provided from day one
  - If support performance, communication quality, or responsibility fulfillment does not improve after guidance and support, salary deductions or removal may occur based on operational review
  - If salary deductions occur, the remaining eligible salary amount will be provided accordingly
  - QEUBIT GLOBAL reserves the right to review support performance, operational efficiency, and responsibility fulfillment under QEUBIT GLOBAL.
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## PERFORMANCE BENEFITS

If customer support operations achieve good customer satisfaction, operational efficiency, and proper workflow management, Community Support Agents [CSA] may become eligible for Support Booster Benefits, such as:

- Bonus rewards
- National / international trips for 2 people
- Promotion to higher support roles
- Leadership rewards
- Gift rewards

Only one benefit may be selected per milestone based on operational policies.

#### FINAL NOTE

All terms, conditions, support policies, and operational rules are governed by QEUBIT  
GLOBAL.

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Out fit





## **LEVEL 2**

### **COMMUNITY SUPPORT MANAGER [CSM]**

The Community Support Manager is an important management position in the Customer Support Unit [CSU] under QEUBIT GLOBAL.

A Community Support Manager acts as the operational leader and coordinator for Community Support Agents [CSA]. The main responsibility of a Community Support Manager is to manage, monitor, guide, and support the assigned CSA team while ensuring customer engagement, customer communication, payment coordination, operational discipline, customer satisfaction, and support workflow activities are properly maintained.

The main role of a Community Support Manager is to supervise and support Community Support Agents by ensuring proper productivity, performance, earnings, workflow standards, operational responsibilities, customer support workflow, customer engagement management, payment coordination, operational discipline, customer satisfaction, responsibility fulfillment, and overall team performance within the assigned operational unit.

A Community Support Manager is responsible for handling and managing 200 Community Support Agents [CSA] within the assigned support operational unit.

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### **Eligibility**

- Both male and female candidates can apply.
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### Required Qualifications & Skills

- » Good leadership and management skills
- » Good communication and interaction skills

- » Team handling capability
  - » Operational support management skills
  - » Problem-solving ability
  - » Responsibility and work dedication
  
  - » Customer support monitoring capability
  - » Ability to guide and support teams
  - » Professional behavior and discipline maintenance
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## **Responsibilities**

- Manage and supervise 200 Community Support Agents [CSA]
  - Monitor customer engagement, support activities, and operational workflow
  - Ensure Community Support Agents properly handle customer communication and support responsibilities
  - Monitor advance payment coordination and customer service operations
  - Support and guide CSA teams in customer handling and communication activities
  - Maintain operational discipline and workflow coordination
  - Monitor customer satisfaction, support quality, and operational performance
  - Maintain and monitor the work performance, earnings, and productivity of Community Support Agents
  - Ensure responsibilities assigned by QEUBIT GLOBAL are properly fulfilled
  - Help improve customer support performance and operational efficiency
  - Maintain communication between support management and operational teams
  - Support customer relationship management and service coordination activities
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## **COMMUNITY SUPPORT MANAGER – SALARY & TERMS**

### SALARY

Fixed salary: ₹50,000 per month

### STRUCTURE

- 1 Community Support Manager [CSM] manages 200 Community Support Agents [CSA]

### PAYMENT CYCLE

- Salary is calculated and paid on a 30-day cycle

### WORKING POLICY

- Sundays, government holidays, festivals, and approved leave days are considered non-working days
  - Operational responsibilities must be maintained properly during working periods
  - Community Support Managers are responsible for monitoring customer engagement, operational workflow, advance payment coordination, and support performance
  - Personal leave is allowed for genuine reasons
  - Extra work can be done on working days to maintain support workflow and customer satisfaction
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Note:-

- Community Support Managers must ensure that assigned Community Support Agents [CSA] properly complete their responsibilities
  - Ensure Community Support Agents actively maintain their productivity, performance, earnings, and operational responsibilities.
  - Community Support Managers are responsible for monitoring customer communication, advance payment coordination, receipt handling, and operational support activities
  - Salary and operational performance are calculated based on customer support workflow, advance payment completion, operational efficiency, and responsibility fulfillment
  - If the performance of Community Support Agents [CSA] is low, inactive, or responsibilities are not properly fulfilled, salary deductions may be applied
  - If salary deductions occur, the remaining eligible salary amount will be provided accordingly
  - Salary and management evaluation depend on customer support quality, communication efficiency, operational workflow, advance payment coordination, and responsibility fulfillment under QEUBIT GLOBAL
  - If the support team performs well and achieves good customer satisfaction, operational performance, and workflow management, additional benefits and rewards may be provided accordingly by QEUBIT GLOBAL
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## **EMPLOYMENT TERMS**

- Contract starts from the joining date
  - 1-month prior notice required for resignation
  - Leaving within 6 months → ₹1999 management and training fee applicable
  - Leaving after 6 months → no fee required
  - Management and operational support are provided from day one
  - If management performance, support workflow, or responsibility fulfillment does not improve after guidance and support, salary deductions or removal may occur based on operational review
  - If salary deductions occur, the remaining eligible salary amount will be provided accordingly
  - QEUBIT GLOBAL reserves the right to review management performance, operational efficiency, customer support workflow, and responsibility fulfillment under QEUBIT GLOBAL.
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## **PERFORMANCE BENEFITS**

If the assigned support team achieves high customer satisfaction, successful operational workflow, advance payment coordination, and proper responsibility fulfillment,

Community Support Managers [CSM] may become eligible for Support Management Booster Benefits, such as:

- Bonus rewards
- National / international trips for 2 people
- Promotion to higher support management roles
- Leadership rewards
- Gift rewards

Only one benefit may be selected per milestone based on operational policies.

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#### FINAL NOTE

All terms, conditions, support management policies, and operational rules are governed by QEUBIT GLOBAL.

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Out fit:





### **LEVEL 3**

#### **COMMUNITY HEAD SUPPORT MANAGER [CHSM]**

The Community Head Support Manager is a senior management position in the Customer Support Unit [CSU] under QEUBIT GLOBAL.

A Community Head Support Manager acts as the higher-level operational leader responsible for managing, monitoring, supporting, and coordinating Community Support Managers [CSM] and their assigned Community Support Agent [CSA] teams.

The main role of a Community Head Support Manager is to Ensure that Community Support Managers and Community Support Agents properly maintain productivity, performance, earnings, workflow standards, and operational responsibilities. smooth customer support workflow, customer engagement management, payment coordination, operational discipline, customer satisfaction, Responsibility fulfillment overall support team performance within the assigned operational unit.

A Community Head Support Manager handles and manages 5 Community Support Managers [CSM] within one CSU structure.

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#### Eligibility

- Both male and female candidates can apply.
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#### **Required Qualifications & Skills**

- 》 Strong leadership and management skills
- 》 Good communication and coordination skills
- 》 Team handling and operational management capability

- » Customer support monitoring and reporting skills
  - » Problem-solving and decision-making ability
  - » Responsibility and work dedication
  - » Professional behavior and discipline maintenance
  - » Ability to guide and support management teams
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## **Responsibilities**

- Manage and supervise 5 Community Support Managers [CSM]
  - Manage and supervise approximately 1,000 Community Support Agents [CSA]
  - Monitor overall customer engagement, support workflow, payment coordination, and operational performance
  - Ensure Community Support Managers properly handle and manage assigned CSA teams
  - Monitor the earnings, productivity, performance, and operational activities of Community Support Managers [CSM] and Community Support Agents [CSA]
  - Monitor customer communication, support activities, and operational responsibility fulfillment
  - Support management coordination and problem solving
  - Maintain operational discipline and support team efficiency
  - Monitor customer satisfaction, support quality, and operational performance reports
  - Ensure advance payment coordination and customer support activities are properly maintained
  - Support customer relationship management and operational expansion activities
  - Ensure responsibilities assigned by QEUBIT GLOBAL are properly fulfilled
  - Maintain communication between support management teams and higher operations
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## COMMUNITY HEAD SUPPORT MANAGER – SALARY & TERMS

### SALARY

Fixed salary: ₹65,000 per month

### STRUCTURE

- 1 Community Head Support Manager [CHSM] manages 5 Community Support Managers [CSM] and oversees approximately 1,000 Community Support Agents [CSA]

### PAYMENT CYCLE

- Salary is calculated and paid on a 30-day cycle

### WORKING POLICY

- Sundays, government holidays, festivals, and approved leave days are considered non-working days
  - Operational responsibilities must be maintained properly during working periods
  - Community Head Support Managers are responsible for monitoring customer engagement, support workflow, payment coordination, earnings, productivity, and operational performance of Community Support Managers [CSM] and Community Support Agents [CSA]
  - Personal leave is allowed for genuine reasons
  - Extra work can be done on working days to maintain operational productivity and customer support workflow
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Note:-

- Community Head Support Managers must ensure that assigned Community Support Managers [CSM] And Community Support Agents [CSA] Are properly complete their responsibilities
  - Community Head Support Managers are responsible for monitoring customer communication workflow, advance payment coordination, customer support quality, and operational management activities
  - Salary and operational performance are calculated based on customer satisfaction, operational workflow efficiency, advance payment coordination, earnings, productivity, performance, and responsibility fulfillment
  - If the performance of Community Support Managers [CSM] or Community Support Agents [CSA] is low, inactive, or responsibilities are not properly fulfilled, salary deductions may be applied
  - If salary deductions occur, the remaining eligible salary amount will be provided accordingly
  - Salary and management evaluation depend on support workflow quality, customer engagement, operational efficiency, payment coordination, productivity, earnings management, and responsibility fulfillment under QEUBIT GLOBAL
  - If the support management team performs well and achieves high customer satisfaction, operational performance, and workflow management, additional benefits and rewards may be provided accordingly by QEUBIT GLOBAL
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## **EMPLOYMENT TERMS**

- Contract starts from the joining date
- 1-month prior notice required for resignation
- Leaving within 6 months → ₹1999 management and training fee applicable
- Leaving after 6 months → no fee required
- Management and operational support are provided from day one

- If management performance, support workflow, customer engagement quality, or responsibility fulfillment does not improve after guidance and support, salary deductions or removal may occur based on operational review
  - If salary deductions occur, the remaining eligible salary amount will be provided accordingly
  - QEUBIT GLOBAL reserves the right to review management performance, operational efficiency, customer support workflow, and responsibility fulfillment under QEUBIT GLOBAL.
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### PERFORMANCE BENEFITS

If the assigned support management team achieves high customer satisfaction, successful operational workflow, advance payment coordination, and proper responsibility fulfillment, Community Head Support Managers [CHSM] may become eligible for Leadership Support Booster Benefits, such as:

- Bonus rewards
- National / international trips for 2 people
- Promotion to higher leadership roles
- Leadership rewards
- Gift rewards

Only one benefit may be selected per milestone based on operational policies.

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### FINAL NOTE

All terms, conditions, support management policies, and operational rules are governed by QEUBIT GLOBAL.

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Out fit:



