Customer Support Specialist I

Entry-level BPO customer support role for Northstar CX Philippines, Inc. Built as the role context against which FitQ evidence is interpreted.

150 PROJECTED HIRES

15 DAYS CLASSROOM

10 DAYS NESTING

ROTATING SHIFTS

What the job requires in practice

The role profile documents the actual conditions candidates need to understand before an employment decision.

ROLE PURPOSE

Resolve customer questions accurately and empathetically across voice and digital channels while protecting customer data, documenting actions, and escalating within defined controls.

01 Schedule

Rotating nights, weekends, and holidays; schedule reliability is discussed explicitly.

02 Training

15 classroom days followed by 10 nesting days, with attendance and evidence-based coaching.

03 Location

On-site training. Hybrid eligibility may follow sustained performance and client approval.

04 Workload

Queue-based work requires accuracy, pace management, clear documentation, and recovery after difficult interactions.

05 Support

Team leads, knowledge tools, quality review, escalation pathways, and coaching are available within defined limits.

06 Success

Training graduation, quality, attendance, nesting progression, and day-90 employment status.

Eight weighted work-pattern targets

Targets describe the role environment. They are directional inputs for an interview, not personality labels or automatic gates.

Autonomy	Target 3	x1.0	**Collaboration**	Target 4	x1.1
Structure	Target 4	x1.2	**Learning**	Target 4	x1.2
Ambiguity	Target 3	x1.0	**Action**	Target 4	x1.0
Change	Target 4	x1.1	**Problem-solving**	Target 4	x1.2

CONTEXTUAL SIGNAL

Follow-through and reliability are evaluated through schedule confirmation, attendance evidence, work-sample behavior, and structured interview verification. They are not collapsed into a ninth scored trait.

Gates, evidence, and interview verification

FitQ separates minimum role requirements from interpreted working patterns so the decision stays explainable.

MINIMUM REQUIREMENT GATES

01	**Work eligibility**	Legal work eligibility and required documents
02	**English**	Structured B2 or stronger communication evidence
03	**Digital navigation**	Task-based evidence in the required systems
04	**Schedule and site**	Realistic job preview and explicit confirmation
05	**Customer judgment**	Role-relevant work sample with escalation choices

WHAT THE INTERVIEW MUST VERIFY

- How the candidate uses structure without becoming rigid.
- When the candidate escalates and what evidence they bring.
- How pace is balanced with accuracy when the queue builds.
- How feedback changes the next customer interaction.
- Whether nights, rotating rest days, and on-site training are workable.
- What support conditions help the candidate sustain performance.

FitQ alignment is not a gate. The profile identifies supported areas, tensions, and unknowns for a trained human interviewer to verify.