



<https://jobfever.govhelp.in/job/icici-bank-careers-2023-job-alerts-call-center-representative-jobs/>

ICICI Bank Careers 2023 – Job Alerts – Call Center Representative Jobs

Hiring organization
ICICI Bank

Job Location

India
Remote work from: India

Date posted
May 20, 2023

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Valid through
31.12.2023

Base Salary

USD 15,000 - USD 18,000

APPLY NOW

Qualifications

Graduate

Employment Type

Full-time

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Description

ICICI Bank Recruitment 2023

As a Call Center Representative at ICICI Bank, you will be an integral part of our customer support team, responsible for providing exceptional service and assistance to our valued customers. Your excellent communication skills, problem-solving abilities, and customer-centric approach will contribute to ensuring customer satisfaction and maintaining strong relationships with our clientele.

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ICICI Bank Jobs Near Me

Responsibilities:

1. Customer Support: Provide prompt and courteous assistance to customers through inbound and outbound calls. Address customer inquiries, resolve complaints, and provide accurate information regarding banking products, services, and policies. Ensure a positive and personalized experience for each customer interaction.
2. Account Management: Handle customer accounts, including opening new accounts, updating customer information, and processing transactions. Assist customers with online banking, mobile banking, and other digital channels. Guide customers in navigating self-service tools and provide technical support as needed.
3. Problem Solving: Proactively identify and resolve customer issues, striving to exceed their expectations. Analyze customer needs, evaluate options,

and provide appropriate solutions. Escalate complex issues to senior representatives or supervisors and follow up to ensure timely resolution. Keep detailed records of customer interactions and transactions.

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ICICI Bank Careers

Requirements:

1. **Excellent Communication:** Possess exceptional verbal and written communication skills in English. Ability to communicate clearly and effectively with customers, using a professional and friendly tone. Active listening skills and the ability to empathize with customers are crucial.
2. **Customer Focus:** Show a genuine passion for customer service and a dedication to delivering a positive customer experience. Ability to remain calm and composed while handling challenging customer situations. Display patience, empathy, and a willingness to go the extra mile to resolve customer concerns.
3. **Problem Solving and Multitasking:** Demonstrate strong problem-solving skills by analyzing situations, understanding customer needs, and providing appropriate solutions. Ability to handle multiple tasks simultaneously, prioritize work efficiently, and adapt to changing priorities in a fast-paced call center environment.

Important Links

Find the Link in [Apply Now](#) Button

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