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IndiGo Careers – IndiGo Latest Jobs – Customer Experience Manager Post

Hiring organization

IndiGo

Date posted

March 23, 2024

Valid through

31.08.2024

APPLY NOW

Job Location

India

Remote work from: IN; US; AU; NZ; HK; JP; KZ; MY; SG; TW; TH; UZ; VN; AT; BY; BE; DK; FR; DE; GR; NL; RU; ES; CH; UK; DZ; KW; MA; QA; SA; MX; AE; CA; GT; DO

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Base Salary

USD 13 - USD 19

Qualifications

12th Passed/Graduate

Employment Type

Full-time

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Description

IndiGo Recruitment 2024

Do you thrive on creating exceptional experiences for others? Are you passionate about the travel industry and driven to make IndiGo the airline of choice for every passenger? If so, then this is the perfect opportunity for you!

IndiGo is India's leading airline, recognized for its courteous service, affordability, and on-time performance. We're on a mission to transform the air travel experience in India and beyond, and we're looking for talented individuals to join our growing team.

In this role, you'll play a pivotal role in shaping customer journeys across all touchpoints. You'll be responsible for driving continuous improvement in customer experience, ensuring every passenger feels valued and has a smooth and enjoyable travel experience with IndiGo.

Why Join Us?

- **Make a Real Difference:** Be part of a passionate team that's revolutionizing air travel in India. Your work will directly impact the experiences of millions of passengers.
- **Growth and Development:** We invest in our people. You'll have access to ongoing training and development opportunities to help you reach your full potential.

- **Vibrant and Inclusive Culture:** We foster a collaborative and supportive work environment where everyone's voice is heard and valued.
- **Competitive Benefits Package:** We offer a comprehensive benefits package that includes health insurance, paid time off, and travel perks.
- **Remote Work Opportunity:** This position can be performed remotely, allowing for a flexible work-life balance. You can make a positive impact on IndiGo's customer experience from anywhere in India!

Job Summary

We're seeking a highly motivated and customer-centric individual to join our Customer Experience team as a **[Customer Experience Manager]**. In this role, you'll be responsible for overseeing all aspects of customer experience, from pre-booking to post-flight feedback. You'll identify areas for improvement, develop and implement customer experience initiatives, and ensure that IndiGo consistently delivers exceptional service.

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IndiGo Jobs Near Me

As a Customer Experience Manager at IndiGo, you'll be responsible for:

- **Developing and implementing strategies to improve customer satisfaction across all touchpoints, including online booking, airport operations, inflight service, and post-flight feedback.**
- **Analyzing customer feedback (positive and negative) to identify trends and areas for improvement.**
- **Collaborating with various departments, such as Operations, Marketing, and Sales, to ensure a seamless customer experience.**
- **Developing and delivering training programs for customer service representatives to ensure they provide exceptional service.**
- **Monitoring key customer experience metrics (KPIs) and reporting on progress towards goals.**
- **Identifying and resolving customer issues in a timely and efficient manner.**
- **Staying up-to-date on industry trends and best practices in customer experience.**

Required Skills and Qualifications

- Bachelor's degree in Business Administration, Marketing, Hospitality, or a related field (or equivalent experience).
- Minimum 3-5 years of experience in customer service or experience in a related field.
- Proven track record of success in improving customer satisfaction.
- Strong analytical and problem-solving skills.
- Excellent communication, interpersonal, and presentation skills.
- Ability to work independently and as part of a team.
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint).
- Experience with customer service software (CRM) a plus.

Experience

This role is open to both experienced professionals and recent graduates with a passion for customer service. We're looking for individuals who are eager to learn and grow their careers in the aviation industry.

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Why Join IndiGo?

At IndiGo, we're more than just an airline; we're a family. We offer a competitive compensation and benefits package, along with a dynamic and supportive work environment. You'll have the opportunity to work with talented individuals from all over India, and make a real difference in the lives of our passengers. If you're looking for a challenging and rewarding career, then IndiGo is the place for you!

Here are just a few of the benefits you'll enjoy as an IndiGo employee:

- Competitive salary and benefits package
- Travel perks and discounts
- Opportunities for professional development
- Flexible work arrangements (remote work opportunity)
- Vibrant and inclusive work culture

Application Process

To apply, please submit your resume and cover letter online. In your cover letter, please tell us why you're interested in this position and what you can bring to the IndiGo team.

We look forward to hearing from you!

IndiGo is an equal opportunity employer and values diversity at our company. We do not discriminate

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