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Indigo Jobs Part Time/ Customer Experience Agent – Indigo Jobs Near Me

Hiring organization
Indigo

Job Location

India
Remote work from: IND

Date posted
February 6, 2024

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Valid through
31.08.2024

Base Salary

USD 12 - USD 25

APPLY NOW

Qualifications

12th Pass / Graduate

Employment Type

Full-time

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Description

Indigo Jobs Part Time

As a Customer Experience Agent, you will be the frontline ambassador for IndiGo, interacting with customers across various touchpoints – phone, email, social media, and airport counters. You will be responsible for resolving inquiries, providing accurate information, and going the extra mile to ensure customer satisfaction.

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Indigo Jobs Near Me

Responsibilities:

- Respond to customer inquiries promptly and professionally through various channels (phone, email, social media, airport counters).
- Research and resolve customer concerns related to bookings, baggage, flight changes, and other travel-related issues.
- Provide accurate and up-to-date information on IndiGo's products, services, and policies.
- Proactively offer solutions and escalate complex issues to the appropriate team.
- Maintain detailed records of customer interactions and ensure timely resolution.
- Contribute to a positive and welcoming environment for all customers.

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Indigo Jobs For Freshers

Skills:

- Excellent communication and interpersonal skills, both written and verbal.
- Ability to listen actively and understand customer needs and concerns.
- Problem-solving skills and the ability to think critically.
- Strong customer service orientation and a passion for exceeding expectations.
- Proficiency in computers and basic travel industry knowledge (an asset).
- Ability to work effectively in a fast-paced and dynamic environment.

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