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Indigo Jobs Part Time/ Customer Experience Manager – Indigo Work From Home

Hiring organization
Indigo

Job Location

India
Remote work from: IND

Date posted
February 3, 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 our Customer Experience Manager, you will play a pivotal role in shaping the journey of every Indigo passenger. You will be responsible for leading a team of dedicated professionals, ensuring exceptional service delivery across all touchpoints, and driving continuous improvement in our customer experience strategy.

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Indigo Jobs Near Me

Responsibilities:

- Lead and manage a team of customer service representatives, providing guidance, coaching, and performance development.
- Develop and implement effective strategies to enhance customer satisfaction, loyalty, and positive brand perception.
- Analyze customer feedback, identify areas for improvement, and implement solutions to address pain points and complaints.
- Proactively monitor key performance indicators (KPIs) related to customer experience and report on progress to senior management.
- Stay abreast of industry trends and best practices in customer experience management, and recommend innovative solutions for implementation.
- Collaborate cross-functionally with various departments such as operations, marketing, and sales to ensure a seamless customer journey.

- Contribute to the development and implementation of customer service policies and procedures.

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Indigo Jobs For Freshers

Skills & Qualifications:

- Minimum 5 years of experience in customer service management, preferably within the airline industry.
- Proven track record of success in leading and motivating teams to achieve ambitious goals.
- Excellent communication, interpersonal, and problem-solving skills.
- Strong analytical and data-driven approach to decision-making.
- Ability to work effectively under pressure and meet tight deadlines.
- Proficiency in MS Office suite and customer relationship management (CRM) systems.
- Passion for the aviation industry and a strong understanding of customer service best practices.

Tags: indigo recruitment, indigo jobs, indigo Job Vacancy, indigo work from home, indigo Jobs For Freshers, indigo hiring 2024, indigo data entry jobs, indigo careers, indigo recruitment, vacancy job alert, Jobs Near Me, All Jobs For You, Latest Job

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