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Indigo Jobs Part Time/ Customer Service Supervisor – Indigo Work From Home

Hiring organization
Indigo

Job Location

India
Remote work from: IND

Date posted
January 29, 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 Service Supervisor, you'll play a crucial role in ensuring seamless and efficient customer experiences at IndiGo. You'll lead a team of customer service representatives, providing them with guidance, support, and coaching to deliver exceptional service across all touchpoints. Whether it's resolving passenger inquiries, handling complaints, or implementing new initiatives, you'll be at the forefront of shaping IndiGo's customer-centric approach.

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Indigo Jobs Near Me

Responsibilities:

- **Lead and motivate a team of customer service representatives:** Provide coaching, feedback, and performance management to ensure your team consistently delivers exceptional service.
- **Manage customer interactions:** Resolve passenger inquiries, handle complaints, and address concerns promptly and effectively.
- **Implement and monitor customer service initiatives:** Collaborate with management to develop and implement new policies and procedures that enhance customer satisfaction.
- **Maintain a positive and productive team environment:** Foster a collaborative and supportive work environment where your team feels empowered to excel.

- **Ensure adherence to company policies and procedures:** Uphold IndiGo's values and standards of service in all interactions.

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Indigo Jobs For Freshers

Skills:

- Excellent communication and interpersonal skills, with the ability to build rapport and trust with customers.
- Strong leadership and team management skills, including the ability to motivate, coach, and provide feedback.
- Problem-solving skills and the ability to find creative solutions to complex customer issues.
- Excellent organizational and time management skills, with the ability to prioritize multiple tasks in a fast-paced environment.
- Proficiency in MS Office Suite and relevant customer service software.

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