

Jio Careers 2023 – 2+ Years Exp – Jobs Alerts – Call Center Representative Jobs

Hiring organization
Jio

Job Location

India
Remote work from: Brazil

Date posted
May 29, 2023

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Valid through
31.12.2023

Base Salary

USD 13,000 - USD 18,000

APPLY NOW

Qualifications

12th / Graduate

Employment Type

Full-time

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Description

Jio Recruitment 2023

We are currently seeking dedicated and customer-focused individuals to join our team as Call Center Representatives at Jio. As a Call Center Representative, you will be the first point of contact for our customers, providing exceptional service and support. If you have excellent communication skills, enjoy helping others, and thrive in a fast-paced environment, this is a great opportunity for you to contribute to the success of one of the leading telecommunications companies in the country.

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Jio Jobs Near Me

Responsibilities:

- Answer incoming customer calls and respond to inquiries, concerns, and complaints with empathy and professionalism.
- Provide accurate and timely information about our products, services, and plans, ensuring customer satisfaction.
- Resolve customer issues and complaints in a prompt and efficient manner, aiming for first-call resolution whenever possible.
- Escalate complex or unresolved issues to the appropriate departments for further investigation and resolution.
- Stay updated on our latest products, services, and promotional offers to effectively communicate and promote them to customers.
- Identify opportunities to upsell or cross-sell additional services or products that meet customers' needs and preferences.

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Jio Careers

Requirements:

- Excellent verbal and written communication skills, with a friendly and professional demeanor.
- Strong problem-solving and decision-making abilities, with a customer-centric approach to finding solutions.
- Active listening skills and the ability to empathize with customers' needs and concerns.
- Proficient in using computer applications and call center software.
- Ability to multitask, prioritize, and manage time effectively in a fast-paced environment.
- Ability to remain calm and composed under pressure while maintaining a positive and helpful attitude.

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

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