

Jio Careers 2023 – 2+ Years Exp – Jobs Alerts – Free Job Alert – Customer Care Agent Job

Hiring organization
Jio

Job Location

India
Remote work possible

Date posted
May 18, 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

Pidilite Recruitment 2023

Jio, a leading telecommunications company, is seeking enthusiastic and customer-focused individuals to join our team as Customer Care Agents. As a Customer Care Agent at Jio, you will be the first point of contact for our valued customers, providing exceptional service and resolving their queries and concerns.

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Pidilite Jobs Near Me

Responsibilities:

1. Customer Support: Provide prompt and courteous assistance to customers via phone, email, or chat. Address their queries, concerns, and complaints in a professional and empathetic manner. Strive to exceed customer expectations by providing accurate and timely resolutions.
2. Issue Resolution: Investigate and troubleshoot customer issues, identifying the root cause and taking appropriate actions to resolve them. Escalate complex or unresolved issues to senior team members or relevant departments for further assistance. Ensure proper documentation and follow-up on customer interactions.
3. Product and Service Knowledge: Develop a deep understanding of Jio's products and services to provide accurate information and guidance to customers. Stay updated with new offerings, promotions, and policies to effectively address customer inquiries and provide relevant recommendations.

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Pidilite Careers

Requirements:

1. Excellent Communication Skills: Possess exceptional verbal and written communication skills to interact with customers professionally and effectively. Ability to actively listen, comprehend customer concerns, and provide clear and concise responses.
2. Customer Focus and Empathy: Demonstrate a strong customer-centric approach and the ability to empathize with customers' needs and emotions. Patience, understanding, and a positive attitude are essential in handling challenging customer situations.
3. Problem-solving and Multitasking: Exhibit strong problem-solving skills to analyze customer issues, identify solutions, and follow through to resolution. Ability to manage multiple tasks and prioritize effectively in a fast-paced customer service environment.

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

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