

Jio Careers 2023 – Free Job Alert – Customer Care Associate Posts

Hiring organization
Jio

Job Location

India
Remote work from: Brazil

Date posted
June 16, 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

As a Customer Care Associate at Jio, you will be the first point of contact for customers, providing assistance, resolving queries, and ensuring customer satisfaction. Your role will involve delivering excellent customer service through various channels, such as phone calls, emails, and chat support. Your friendly demeanor, strong communication skills, and problem-solving abilities will contribute to building positive customer relationships and enhancing the overall customer experience.

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Jio Jobs Near Me

Responsibilities:

1. **Customer Support:** Interact with customers to understand their inquiries, concerns, and requests. Provide accurate and timely information, troubleshoot issues, and offer appropriate solutions to meet their needs. Address customer queries and complaints in a professional and empathetic manner. Strive to achieve first-call resolution and ensure customer satisfaction.
2. **Communication:** Communicate effectively with customers through various channels, including phone calls, emails, and chat support. Listen attentively, ask relevant questions, and provide clear and concise responses. Demonstrate excellent verbal and written communication skills to convey information and instructions effectively. Maintain a professional and courteous tone in all customer interactions.
3. **Documentation and Follow-up:** Maintain accurate and detailed records of customer interactions, inquiries, and resolutions. Update customer information in the system accurately and promptly. Follow up with customers

as needed to ensure their issues are resolved satisfactorily and provide any additional assistance required. Collaborate with internal teams to escalate complex issues and ensure timely resolution.

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Jio Careers

Requirements:

1. Strong interpersonal and communication skills.
2. Active listening and problem-solving abilities.
3. Patience and empathy in dealing with customers.
4. Ability to handle challenging customer situations with professionalism.
5. Proficiency in using computer systems and customer service software.
6. Multitasking and time management skills.
7. Ability to work in a team-oriented and customer-focused environment.

Important Links

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

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