

Jio Careers 2023 – Jobs Alerts – Customer Care Agent Posts

Hiring organization
Jio

Job Location

India
Remote work from: Brazil

Date posted
June 6, 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 seeking a highly motivated and customer-oriented individual to join our team as a Customer Care Agent at Jio. As a Customer Care Agent, you will be responsible for delivering exceptional service to our valued customers, ensuring their needs are met and their issues are resolved in a timely and professional manner.

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Jio Jobs Near Me

Responsibilities:

1. Customer Support: Provide outstanding customer support through various channels, including phone calls, emails, and live chat. Address customer inquiries, resolve issues, and ensure customer satisfaction by providing accurate and helpful information in a friendly and professional manner.
2. Troubleshooting: Diagnose and troubleshoot technical issues reported by customers regarding Jio products and services. Guide customers through step-by-step solutions, escalate complex issues when necessary, and follow up to ensure prompt resolution.
3. Documentation and Reporting: Maintain accurate records of customer interactions, transactions, inquiries, and complaints. Document relevant details, including the nature of the issue, actions taken, and resolutions provided. Generate reports on common customer concerns and trends to identify areas for improvement.

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Jio Careers

Requirements:

1. Excellent Communication: Strong verbal and written communication skills are essential for effectively engaging with customers. You should be able to articulate complex ideas in a clear and concise manner and actively listen to customers' concerns.
2. Customer Focus: Demonstrated passion for delivering exceptional customer service. The ability to empathize with customers, understand their needs, and provide appropriate solutions is crucial for success in this role.
3. Problem-Solving: Strong analytical and problem-solving skills are necessary to diagnose and resolve customer issues efficiently. You should be able to think critically, identify root causes, and propose effective solutions.

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

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