

Jio Careers 2023 – Jobs In Mumbai – Call Center Representative Post

Hiring organization
Jio

Job Location

Shop No A 5, Sukh Niwas, 3rd Pasta Ln, Colaba, 400005, Mumbai, Maharashtra, India

Date posted
June 8, 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 enthusiastic 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 resolving their queries and concerns. Your excellent communication skills, empathy, and problem-solving abilities will contribute to ensuring a positive customer experience and satisfaction.

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Jio Jobs Near Me

Responsibilities:

- Handle incoming customer calls in a professional and courteous manner.
- Listen attentively to customers' concerns and provide appropriate solutions and assistance.
- Resolve customer queries regarding Jio products, services, billing, and technical issues.
- Identify and diagnose customer issues and provide troubleshooting guidance.
- Escalate complex technical problems to the appropriate teams for further investigation and resolution.
- Follow up with customers to ensure their issues have been resolved to their satisfaction.
- Identify potential sales opportunities during customer interactions.
- Promote Jio's products and services to customers and provide information on offers and promotions.
- Upsell and cross-sell relevant products and services to meet sales targets and enhance customer value.

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Jio Careers

Requirements:

- Excellent verbal and written communication skills in English and the local language.
- Active listening skills and the ability to empathize with customers.
- Strong problem-solving and decision-making abilities.
- Basic computer skills and familiarity with customer service software and tools.
- Ability to multitask and navigate multiple systems simultaneously.
- Good organizational and time management skills.
- Ability to work in a fast-paced and dynamic environment.

Important Links

Flexibility to work in shifts, including evenings, weekends, and holidays

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

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