

Jio Careers 2023 – Jobs In Mumbai – Customer Care Agent Post

Hiring organization
Jio

Job Location

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

Date posted
May 27, 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

Jio, a leading telecommunications company, is seeking dedicated individuals to join our team as Customer Care Agents. As a Customer Care Agent, you will be the first point of contact for our valued customers, providing exceptional service and resolving their queries and concerns. This role requires strong communication skills, empathy, and a customer-centric approach.

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Jio Jobs Near Me

Responsibilities:

1. Customer Support: Respond to customer inquiries and provide timely and accurate solutions to their questions, issues, and requests through various channels such as phone, email, and chat. Ensure a high level of customer satisfaction by demonstrating empathy, patience, and professionalism in every interaction.
2. Troubleshooting and Issue Resolution: Diagnose technical problems and guide customers through troubleshooting processes to resolve network, device, or service-related issues. Escalate complex problems to the appropriate teams and ensure follow-up until the issue is resolved to the customer's satisfaction.
3. Product Knowledge and Upselling: Stay updated on Jio's products, services, and promotional offers to provide accurate information and assist customers in making informed decisions. Identify opportunities for upselling or cross-selling relevant products and services to enhance customer experience and revenue generation.

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Jio Careers

Requirements:

1. **Effective Communication:** Excellent verbal and written communication skills to engage with customers, actively listen to their concerns, and convey information clearly and concisely. Proficiency in multiple languages is a plus.
2. **Customer Service Orientation:** Strong customer-centric approach with the ability to empathize, understand customer needs, and provide appropriate solutions. Patience, diplomacy, and problem-solving skills are essential in handling challenging situations.

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

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