

Jio Careers 2023 – Private Job – Call Center Representative Post

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 16,000 - USD 20,000

APPLY NOW

Qualifications

12th/Graduate

Employment Type

Full-time

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Description

Jio Recruitment 2023

Jio is seeking enthusiastic and customer-focused individuals to join our team as Call Center Representatives. As a Call Center Representative, you will be the first point of contact for our valued customers, providing exceptional service and resolving their inquiries in a professional and timely manner. This role requires strong communication skills, problem-solving abilities, and a genuine passion for customer satisfaction.

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Jio Jobs Near Me

Responsibilities:

1. Customer Support: Respond to incoming customer calls, emails, and chats with a friendly and helpful demeanor. Address customer inquiries, provide accurate information about Jio products and services, and resolve any issues or complaints to ensure customer satisfaction.
2. Troubleshooting: Diagnose and troubleshoot technical issues reported by customers regarding Jio services, such as network connectivity, billing, or device support. Guide customers through step-by-step solutions, escalate complex issues when necessary, and ensure proper follow-up until resolution.
3. Documentation and Record Keeping: Maintain detailed and accurate records of customer interactions, including inquiries, complaints, and resolutions, in the customer relationship management (CRM) system. Provide relevant and concise reports to management regarding common customer concerns and suggestions for improvement.

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Requirements:

1. **Communication Skills:** Excellent verbal and written communication skills to effectively interact with customers. You should be able to convey information clearly, actively listen to customers' concerns, and respond in a professional and courteous manner.
2. **Problem-Solving Abilities:** Strong problem-solving skills to assess customer issues, identify root causes, and propose appropriate solutions. The ability to think critically, analyze situations, and make quick and accurate decisions is essential.
3. **Customer Focus:** A genuine passion for delivering exceptional customer service and ensuring customer satisfaction. You should possess empathy, patience, and the ability to handle difficult or irate customers with professionalism and composure.

Important Links

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

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