

## Jio Careers 2023 – Private Job – Customer Service Executive Post

**Hiring organization**  
Jio

### Job Location

India  
Remote work from: Brazil

**Date posted**  
May 29, 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 currently seeking a dedicated and customer-oriented individual to join our team as a Customer Service Executive at Jio. As a Customer Service Executive, you will be at the forefront of delivering exceptional service to our valued customers. If you possess excellent communication skills, have a passion for assisting others, and thrive in a fast-paced environment, this is an exciting opportunity for you to contribute to the success of one of the leading telecommunications companies in the country.

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#### Jio Jobs Near Me

#### Responsibilities:

- Handle customer inquiries and provide prompt and accurate responses via various channels, including phone calls, emails, and chat platforms.
- Assist customers in resolving their issues, including billing inquiries, service disruptions, technical troubleshooting, and general product information.
- Maintain a high level of professionalism and empathy while delivering personalized and exceptional customer service.
- Act as a liaison between customers and internal teams, escalating complex issues to the appropriate departments for timely resolution.
- Investigate and resolve customer complaints in a timely and satisfactory manner, ensuring customer satisfaction and retention.
- Maintain accurate and detailed records of customer interactions and transactions in the company's customer relationship management (CRM) system.
- Generate reports on customer inquiries, feedback, and trends, providing insights to improve the customer service process.

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#### Jio Careers

#### Requirements:

- Excellent verbal and written communication skills, with the ability to engage effectively with customers and colleagues.
- Strong problem-solving and analytical abilities, with a customer-centric approach to finding solutions.
- Active listening skills and the ability to empathize with customers' needs and concerns.
- Proficiency in using computer applications and CRM software.
- Ability to multitask, prioritize, and manage time effectively in a high-volume customer service environment.
- Ability to remain calm and composed under pressure, while maintaining a positive and friendly attitude.

#### Important Links

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

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