

Jio Careers 2023 – Private Job – Customer Support Post

Hiring organization

Jio

Job Location

India

Remote work from: Brazil

Date posted

May 29, 2023

Valid through

31.12.2023

Base Salary

USD 16,000 - USD 20,000

APPLY NOW

Qualifications

Graduate

Employment Type

Full-time

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Description

Jio Recruitment 2023

Join our dynamic team at Jio as a Customer Support Representative! In this role, you will be the first point of contact for our customers, providing them with prompt assistance and ensuring their satisfaction. We are looking for enthusiastic individuals with excellent communication skills and a customer-centric approach to join our growing team.

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Jio Jobs Near Me

Responsibilities:

- Respond to customer inquiries, complaints, and requests via phone, email, or chat in a friendly and professional manner.
- Provide accurate and timely information about our products, services, and policies to address customer concerns and resolve issues.
- Build rapport and establish positive relationships with customers to enhance their overall experience.
- Proactively engage with customers to understand their needs, provide personalized solutions, and promote additional products or services that may benefit them.
- Maintain accurate and detailed records of customer interactions, inquiries, and resolutions in our customer relationship management (CRM) system.
- Update customer information and account details to ensure data integrity and facilitate efficient customer support processes.

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Jio Careers

Requirements:

- Excellent verbal and written communication skills in English.
- Strong active listening and problem-solving abilities to understand customer needs and provide effective solutions.
- Empathy and patience to handle customer inquiries and complaints with a positive and customer-centric approach.
- Ability to multitask, prioritize, and manage time effectively in a fast-paced and dynamic environment.
- Basic computer skills and proficiency in using customer support software and systems.
- Good teamwork and collaboration skills to work effectively with cross-functional teams.
- Ability to adapt to changes and continuously learn about new products, services, and processes.

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

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