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Jio Careers – Vacancy Job Alert – Front Office Staff Post In Jio

Hiring organization
Jio

Job Location

India
Remote work from: IND

Date posted
February 26, 2024

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Valid through
31.08.2024

Base Salary

USD 14 - USD 21

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Qualifications

12th pass/ Graduate

Employment Type

Full-time

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Description

Jio Careers

We're seeking a passionate and customer-centric individual to join our vibrant team as a Front Office Staff. In this role, you'll be the face of Jio, responsible for providing exceptional service to customers across various touchpoints. You'll handle inquiries, process requests, offer product information, and ensure a smooth and efficient experience for every visitor.

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Responsibilities:

- Welcome customers with a warm and professional demeanor, fostering a positive and welcoming environment.
- Assist customers with a wide range of queries and requests, including account management, billing inquiries, product information, and service troubleshooting.
- Follow established procedures for handling cash and non-cash transactions accurately and efficiently.
- Maintain accurate records and document customer interactions effectively.
- Proactively identify and escalate any customer concerns or issues to the appropriate team for resolution.
- Upsell and cross-sell relevant Jio products and services, adhering to ethical sales practices.

- Contribute to maintaining a clean, organized, and welcoming front office environment.
- Perform other duties as assigned by the Front Office Manager.

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Jio Freshers Jobs

Skills:

- Excellent communication and interpersonal skills, with the ability to build rapport and connect with customers effectively.
- Strong customer service orientation, with a commitment to exceeding customer expectations.
- Ability to work independently and as part of a team, prioritizing tasks and managing time efficiently.
- Proficient in MS Office Suite and other relevant software applications.
- Excellent written and verbal communication skills in English and Hindi (preferred).
- Ability to adapt to changing situations and think critically to solve problems effectively.
- Positive attitude, self-motivated, and a willingness to learn and grow.

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