

Jio Recruitment 2023 – Jobs In Mumbai – Customer Care Agent Posts

Hiring organization

Jio

Job Location

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

Date posted

June 7, 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 is seeking dedicated and customer-centric individuals to join our team as Customer Care Agents. As a Customer Care Agent, you will be the primary point of contact for our valued customers, providing exceptional service and resolving their queries and concerns. This position requires excellent communication skills, problem-solving abilities, and a passion for delivering an outstanding customer experience.

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Jio Jobs Near Me

Responsibilities:

1. Customer Support: Provide prompt and professional customer support via phone, email, and chat. Address customer inquiries, troubleshoot technical issues, and resolve complaints effectively and efficiently. Ensure customer satisfaction by delivering a high standard of service and exceeding their expectations.
2. Problem Resolution: Utilize active listening and problem-solving skills to understand and analyze customer issues. Effectively communicate solutions, alternatives, and recommendations to customers in a clear and concise manner. Collaborate with relevant teams to escalate and resolve complex issues as required.
3. Knowledge and Documentation: Stay updated with product and service information, policies, and procedures. Document customer interactions, inquiries, and resolutions accurately and comprehensively. Continuously enhance product knowledge to provide accurate and relevant information to customers.

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Jio Careers

Requirements:

1. **Excellent Communication:** Strong verbal and written communication skills are essential for effectively interacting with customers and colleagues. Fluency in English is required, and proficiency in additional languages is advantageous.
2. **Problem-Solving Abilities:** Exceptional problem-solving skills are necessary to analyze customer issues and provide appropriate solutions. The ability to think on your feet, remain calm under pressure, and resolve problems efficiently is crucial in this role.
3. **Customer Service Orientation:** A customer-centric mindset and a genuine desire to assist and satisfy customers are key attributes for success. Empathy, patience, and the ability to handle difficult situations with professionalism and diplomacy are highly valued.

Important Links

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

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