

Jio Recruitment 2023 – Jobs In Mumbai – Customer Service Executive Post

Hiring organization
Jio

Job Location

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

Date posted
June 21, 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 looking for enthusiastic and customer-centric individuals to join our team as Customer Service Executives at Jio. As a Customer Service Executive, you will be the first point of contact for our valued customers, assisting them with their inquiries, concerns, and requests. Your excellent communication skills, problem-solving abilities, and friendly demeanor will ensure exceptional customer experiences.

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Jio Jobs Near Me

Responsibilities:

1. **Customer Support:** Provide prompt and professional assistance to customers via various channels such as phone, email, and chat. Address customer inquiries, concerns, and complaints, striving to achieve first-call resolution and customer satisfaction. Ensure accurate and timely documentation of customer interactions.
2. **Technical Troubleshooting:** Assist customers with technical issues related to Jio's products and services, including mobile connectivity, device configurations, and digital platforms. Troubleshoot problems, guide customers through solutions, and escalate complex issues to the appropriate departments when necessary.
3. **Product and Service Knowledge:** Maintain comprehensive knowledge of Jio's product portfolio, service offerings, and promotional campaigns. Educate customers about new features, plans, and digital services. Actively cross-sell and upsell relevant products and services based on customer needs and preferences.

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Jio Careers

Requirements:

1. Excellent communication skills: Strong verbal and written communication skills to interact effectively with customers. Active listening skills to understand customer requirements and provide appropriate solutions. Proficiency in multiple languages is an added advantage.
2. Customer-centric mindset: Demonstrated commitment to delivering exceptional customer service. Empathy and patience to handle customer concerns and resolve issues with a positive attitude.
3. Problem-solving abilities: Strong analytical and problem-solving skills to identify and resolve customer issues promptly. Ability to think on your feet, adapt to changing situations, and make sound decisions.

Important Links

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

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