

## Jio Recruitment 2023 – Jobs In Mumbai – Customer Support Posts

### Hiring organization

Jio

### Job Location

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

### Date posted

June 14, 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, a leading telecommunications company in India, is looking for enthusiastic individuals to join our team as Customer Support Representatives. As a Customer Support Representative, you will be responsible for providing exceptional customer service, addressing customer inquiries, and resolving their concerns.

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#### Jio Jobs Near Me

#### Responsibilities:

1. Customer Assistance: Handle inbound customer calls, chats, and emails professionally and courteously. Respond to customer inquiries, troubleshoot technical issues, and provide accurate and timely resolutions. Ensure a high level of customer satisfaction and maintain a positive customer experience.
2. Account Management: Assist customers in managing their accounts, including bill payments, plan upgrades, and service activations. Maintain accurate customer records and update account information in the company's systems. Address customer complaints and escalate complex issues to the appropriate department for resolution.
3. Product Knowledge: Acquire a comprehensive understanding of Jio's products, services, and offerings. Educate customers about various plans, features, and benefits to help them make informed decisions. Provide guidance and support for device configuration, network connectivity, and other technical aspects.

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#### Jio Careers

## Requirements:

1. Communication Skills: Excellent verbal and written communication skills in English. Ability to articulate information clearly, actively listen to customer concerns, and provide appropriate solutions. Proficiency in regional languages is a plus.
2. Customer Service Orientation: Strong customer service orientation and a genuine passion for helping people. Ability to empathize with customers, understand their needs, and deliver exceptional service.
3. Technical Aptitude: Basic technical knowledge and familiarity with smartphones, internet connectivity, and telecommunications systems. Ability to troubleshoot common technical issues and guide customers through simple problem-solving steps.

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

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