



<https://jobfever.govhelp.in/job/spicejet-careers-job-vacancy-near-me-customer-care-agent/>

SpiceJet Careers – Job Vacancy Near Me – Customer Care Agent

Hiring organization

IndiGo

Date posted

April 4, 2024

Valid through

31.08.2024

APPLY NOW

Job Location

India

Remote work from: IN; US; AU; NZ; HK; JP; KZ; MY; SG; TW; TH; UZ; VN; AT; BY; BE; DK; FR; DE; GR; NL; RU; ES; CH; UK; DZ; KW; MA; QA; SA; MX; AE; CA; GT; DO

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Base Salary

USD 13 - USD 19

Qualifications

12th Passed, Graduate

Employment Type

Full-time

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Description

SpiceJet Recruitment 2024

Become a Customer Care Champion (Remote Jobs Available)

Do you have a passion for helping others and ensuring a smooth travel experience? Are you a clear communicator with a knack for problem-solving? If so, then a career as a Customer Care Agent at SpiceJet could be the perfect opportunity for you!

SpiceJet: Soaring High with Exceptional Customer Service

SpiceJet is India's favorite low-cost airline, known for its affordable fares, extensive network, and commitment to on-time performance. We connect people with their loved ones, business destinations, and dream vacations across India and beyond. As a Customer Care Agent, you'll play a vital role in upholding this reputation by providing exceptional service to our passengers.

SpiceJet Jobs Near Me: Your Remote Work Opportunity

Looking for a flexible and rewarding career? We offer remote work opportunities for Customer Care Agents, allowing you to work from the comfort of your home while making a real difference for our passengers.

Job Summary

As a Customer Care Agent at SpiceJet, you'll be the first point of contact for our passengers, addressing their inquiries and concerns regarding bookings, travel documents, flight changes, baggage allowance, and more. You'll be responsible for providing accurate and timely information, resolving issues efficiently, and ensuring a positive travel experience for every passenger.

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Key Responsibilities

- Respond to customer inquiries via phone, email, and social media
- Provide accurate and up-to-date information on flight schedules, fares, baggage allowance, and other travel-related policies
- Assist passengers with booking modifications, cancellations, and refunds
- Resolve customer concerns and complaints in a professional and courteous manner
- Process passenger requests and ensure timely resolution
- Maintain detailed records of customer interactions
- Uphold company policies and procedures
- Contribute to a positive and efficient customer service environment

Required Skills and Qualifications

- Excellent communication and interpersonal skills
- Strong problem-solving and analytical abilities
- Ability to work independently and as part of a team
- Proficient in computer skills, including Microsoft Office Suite and internet navigation
- Excellent written and verbal communication skills in English
- Positive and customer-centric attitude
- Ability to work effectively under pressure and meet deadlines

Experience

This role is open to both freshers and experienced candidates. For freshers, a strong academic background, excellent communication skills, and a willingness to learn are highly valued. For experienced candidates, a minimum of 1 year of experience in customer service or a related field is preferred.

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Why Join SpiceJet?

- **Be a part of a dynamic and growing airline:** SpiceJet is a leader in the Indian aviation industry, offering a fast-paced and exciting work environment.
- **Make a real difference:** Your work will directly impact the travel experience of our passengers, ensuring they have a smooth and enjoyable journey.
- **Remote work opportunities:** Enjoy the flexibility of working from home while maintaining a fulfilling career.
- **Competitive compensation and benefits package:** We offer a competitive salary, comprehensive benefits package, and opportunities for professional development.
- **Positive and supportive work environment:** We foster a culture of collaboration, teamwork, and growth.

Application Process

Interested candidates should submit their resume and cover letter online through our careers portal.

Motivate to Join

Do you dream of a career that allows you to make a difference, use your communication skills, and contribute to the success of a leading airline? If you're a passionate individual with a desire to help others, then SpiceJet is the perfect place for you! Join our team and embark on a rewarding journey in the world of aviation!

General Overview

As a Customer Care Agent at SpiceJet, you'll be the voice of our airline, ensuring a positive and memorable experience for every passenger. You'll play a critical role in building customer loyalty and trust, while contributing to the smooth operation of our airline.

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Important Links

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

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