



<https://jobfever.govhelp.in/job/swiggy-careers-2023-2-years-exp-jobs-near-me-free-job-alert-call-center-representative-posts/>

Swiggy Careers 2023 – 2+ Years Exp – Jobs Near Me – Free Job Alert – Call Center Representative Posts

Hiring organization

Swiggy

Date posted

May 17, 2023

Valid through

31.12.2023

APPLY NOW

Job Location

India

Remote work from: India

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Base Salary

USD 13,000 - USD 15,000

Qualifications

12th/Graduate

Employment Type

Full-time

Experience

2+ Years Experience Required

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Description

Swiggy Recruitment 2023

We are looking for enthusiastic individuals to join our team as Call Center Representatives at Swiggy. As a Call Center Representative, you will be responsible for handling customer inquiries, resolving issues, and providing exceptional service over the phone. Your friendly and professional demeanor, excellent communication skills, and problem-solving abilities will contribute to ensuring a positive experience for our valued customers.

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Swiggy Jobs Near Me

Responsibilities:

1. Customer Assistance: Handle incoming customer calls, address their queries, and provide accurate information regarding Swiggy's services, products, and policies. Assist customers in placing orders, modifying orders, and tracking deliveries. Provide prompt and effective solutions to customer issues, striving to exceed their expectations and ensure their satisfaction.
2. Issue Resolution: Listen attentively to customer concerns, demonstrate empathy, and take ownership of resolving their issues. Investigate

problems, analyze root causes, and provide appropriate solutions or escalate complex matters to the relevant department. Keep detailed records of customer interactions and follow up as necessary to ensure timely resolution.

3. **Service Improvement:** Act as a brand ambassador for Swiggy by maintaining a positive and professional demeanor during customer interactions. Identify trends or recurring issues based on customer feedback and communicate them to the appropriate teams for process improvement. Contribute to creating a customer-centric culture by sharing customer insights and suggestions for enhancing the overall service experience.

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Swiggy Careers

Requirements:

1. **Excellent Communication Skills:** Strong verbal communication skills with a clear and friendly tone. Ability to actively listen to customer concerns and provide accurate and concise information. Proficient in English and any additional local languages as per regional requirements.
2. **Customer Service Orientation:** Passionate about delivering exceptional customer service and resolving customer issues effectively. Patience, empathy, and the ability to remain calm under pressure are essential. Strong problem-solving skills to find creative solutions and handle challenging situations.
3. **Multi-tasking and Time Management:** Ability to handle multiple customer inquiries simultaneously while maintaining accuracy and efficiency. Good organizational skills to prioritize tasks, meet deadlines, and follow up on pending issues. Proficient in using call center software and tools to document and track customer interactions.

Important Links

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

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