



<https://jobfever.govhelp.in/job/swiggy-careers-2023-free-job-alert-call-center-representative-post/>

Swiggy Careers 2023 – Free Job Alert – Call Center Representative Post

Hiring organization
Swiggy

Job Location

India
Remote work from: Brazil

Date posted
June 17, 2023

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Valid through
31.12.2023

Base Salary

USD 13,000 - USD 15,000

APPLY NOW

Qualifications

12th/Graduate

Employment Type

Full-time

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Description

Swiggy Recruitment 2023

Swiggy is seeking energetic and customer-focused individuals to join our team as Call Center Representatives. As a Call Center Representative, you will be the primary point of contact for our customers, providing exceptional service and assistance. This position requires excellent communication skills, problem-solving abilities, and a passion for delivering a superior customer experience.

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Swiggy Jobs Near Me

Responsibilities:

1. Customer Support: Provide prompt and professional customer support via phone, chat, and email. Address customer inquiries, resolve issues, and ensure customer satisfaction by delivering a high standard of service. Act as a brand ambassador for Swiggy, representing our values and commitment to excellence.
2. Order Management: Efficiently handle order-related queries, such as order tracking, delivery status, and product information. Collaborate with the operations team to ensure timely and accurate resolution of customer concerns. Escalate complex issues to the appropriate teams for prompt resolution.
3. Relationship Building: Build rapport and establish strong relationships with customers by actively listening to their needs and providing personalized

assistance. Proactively identify opportunities to enhance the customer experience and offer appropriate solutions, such as resolving complaints or suggesting additional services.

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Swiggy Careers

Requirements:

- **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.
- **Problem-Solving Abilities:** Exceptional problem-solving skills are necessary to address customer concerns and find appropriate solutions. Ability to think on your feet, remain calm under pressure, and resolve issues efficiently is crucial in this role.
- **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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