



<https://jobfever.govhelp.in/job/swiggy-careers-2023-jobs-near-me-bpo-representative-posts/>

## Swiggy Careers 2023 – Jobs Near Me – BPO Representative Posts

**Hiring organization**  
Swiggy

### Job Location

India  
Remote work from: Brazil

**Date posted**  
May 25, 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

As a BPO Representative at Swiggy, you will be the voice of our company, providing exceptional customer service and support to our valued customers. Your excellent communication skills, problem-solving abilities, and empathy will play a crucial role in ensuring customer satisfaction and loyalty.

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#### Swiggy Jobs Near Me

#### Responsibilities:

1. Customer Support: Interact with customers via phone, email, and chat, providing prompt and accurate responses to inquiries, concerns, and complaints. Assist customers in placing orders, resolving delivery issues, addressing payment concerns, and providing information about our services.
2. Problem Resolution: Take ownership of customer issues and proactively find solutions to ensure a positive resolution. Investigate and escalate customer concerns as necessary, collaborating with internal teams to resolve complex issues and ensure customer satisfaction.
3. Order Management: Manage order-related tasks, including order cancellations, refunds, and rescheduling. Coordinate with delivery partners and restaurants to ensure smooth order fulfillment and timely resolution of any delivery-related issues.

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#### Swiggy Careers

#### Requirements:

1. **Excellent Communication Skills:** Strong verbal and written communication skills to interact with customers in a professional and friendly manner. The ability to actively listen, empathize, and articulate information clearly and effectively is essential.
2. **Problem-solving Abilities:** Strong problem-solving and critical-thinking skills to analyze customer issues and provide appropriate solutions. The ability to think on your feet, make quick decisions, and resolve problems efficiently will contribute to customer satisfaction.
3. **Customer Focus:** Demonstrated passion for delivering exceptional customer service and exceeding customer expectations. The ability to remain calm under pressure and handle difficult situations with patience and professionalism is important.

#### Important Links

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

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