



<https://jobfever.govhelp.in/job/swiggy-recruitment-2023-online-jobs-call-center-representative-posts/>

Swiggy Recruitment 2023 – Online Jobs – Call Center Representative Posts

Hiring organization
Swiggy

Job Location

India
Remote work from: Brazil

Date posted
June 1, 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

We are currently seeking enthusiastic and customer-focused individuals to join our team as Call Center Representatives at Swiggy. As a Call Center Representative, you will be the first point of contact for our customers, providing exceptional service and support. If you have excellent communication skills, enjoy helping others, and thrive in a fast-paced environment, this is a great opportunity for you to contribute to the success of one of the leading food delivery platforms in the country.

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Swiggy Jobs Near Me

Responsibilities:

- Answer incoming customer calls and respond to inquiries, concerns, and complaints with empathy and professionalism.
- Provide accurate and timely information about our products, services, and order status, ensuring customer satisfaction.
- Manage customer orders, ensuring accurate and timely delivery by coordinating with delivery partners and restaurants.
- Track order status and provide real-time updates to customers, addressing any delays or changes in a proactive and efficient manner.
- Handle customer complaints and strive to provide effective solutions to ensure customer satisfaction and loyalty.
- Escalate complex or unresolved issues to the appropriate departments for

further investigation and resolution.

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Swiggy Careers

Requirements:

- Excellent verbal and written communication skills, with a friendly and professional demeanor.
- Strong problem-solving and decision-making abilities, with a customer-centric approach to finding solutions.
- Active listening skills and the ability to empathize with customers' needs and concerns.
- Proficient in using computer applications and call center software.
- Ability to multitask, prioritize, and manage time effectively in a fast-paced environment.
- Ability to remain calm and composed under pressure while maintaining a positive and helpful attitude.

Important Links

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

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