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Vistara

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Vistara Job Change – Vistara Job Card – Client Service Specialist Post

Hiring organization
Vistara

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

Date posted

March 28, 2024

Valid through

31.08.2024

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Base Salary

USD 15 - USD 20

Qualifications

12th Passed, Graduate

Employment Type

Full-time

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Description

Vistara Recruitment 2024

Carve Your Path in Client Service Excellence (Remote)

Do you thrive on building positive relationships and exceeding customer expectations? Are you passionate about creating memorable experiences? If so, then a career as a Client Service Specialist at Vistara, India's best airline, could be the perfect fit for you!

Why Join Vistara as a Client Service Specialist (Remote)?

At Vistara, we're committed to providing our customers with unparalleled service. As a Client Service Specialist, you'll play a vital role in upholding this commitment. You'll be the first point of contact for our valued customers, providing them with exceptional support across various channels. This is a remote position, offering you the flexibility to work from the comfort of your own home, while still being part of a dynamic and rewarding team.

General Overview

In this role, you'll be responsible for providing exceptional customer service through various communication channels, including phone, email, and social media. You'll answer customer inquiries, resolve issues promptly and efficiently, and go the extra mile to ensure their satisfaction. It's a role that allows you to make a real difference

in the travel experience of our customers.

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Key Responsibilities:

- Respond to customer inquiries promptly and professionally through phone, email, and social media.
- Accurately troubleshoot and resolve customer issues related to reservations, bookings, flight changes, and other travel needs.
- Provide clear and concise information to customers, ensuring they understand policies, procedures, and travel options.
- Offer proactive solutions and anticipate customer needs to create a positive and seamless experience.
- Document all customer interactions and maintain accurate records.
- Uphold Vistara's high standards for service excellence by following company policies and procedures.
- Continuously learn and stay updated on airline policies, travel regulations, and new products and services.

Required Skills and Qualifications:

- Excellent communication and interpersonal skills, both written and verbal.
- The ability to build rapport and maintain positive relationships with customers.
- Strong problem-solving and analytical skills to effectively resolve customer issues.
- A keen eye for detail and accuracy.
- Proficient in computer skills, including Microsoft Office Suite and a working knowledge of ticketing and reservation systems (preferred).
- The ability to work independently while also being a team player.
- Excellent time management skills to prioritize tasks and meet deadlines.
- A positive attitude and a passion for exceeding customer expectations.

Experience:

This is a great opportunity for both freshers and experienced professionals.

- For freshers, a strong academic background, excellent communication skills, and a willingness to learn are highly valued.
- For experienced professionals, a minimum of 1-2 years of experience in customer service, ideally within the travel industry, is preferred.

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Why Join Vistara?

Vistara offers a work environment that fosters growth, development, and a sense of belonging. Here are some of the benefits you can expect:

- Competitive salary and benefits package.
- Opportunities for professional development and career advancement.
- A dynamic and collaborative work environment.
- The chance to be part of a leading airline that is redefining air travel in India.
- Flexible work arrangements, allowing you to work remotely.

Application Process:

To apply, please submit your resume and cover letter online through our careers portal. In your cover letter, highlight your relevant skills and experience, and explain why you're interested in joining Vistara as a Client Service Specialist.

Join Us and Make a Difference!

At Vistara, we're passionate about creating unforgettable travel experiences for our customers. If you're looking for a challenging and rewarding career opportunity in a fast-paced environment, then we encourage you to apply!

In essence, this role provides you with the opportunity to:

- Leverage your communication skills to build positive relationships with customers.
- Utilize your problem-solving skills to resolve customer issues effectively.
- Contribute to Vistara's mission of providing exceptional customer service.
- Be part of a dynamic and growing team within a leading airline.

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