



<https://jobfever.govhelp.in/job/zomato-careers-2023-private-jobs-bpo-staff-job/>

Zomato Careers 2023 – Private Jobs – BPO Staff Job

Job Location

India
Remote work from: Brazil

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Base Salary

USD 15,000 - USD 18,000

Qualifications

Graduate

Employment Type

Full-time

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Description

Zomato Recruitment 2023

As a BPO Staff member at Zomato, you will be an integral part of our customer support team, providing exceptional service 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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Zomato 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.

Hiring organization

Zomato

Date posted

May 25, 2023

Valid through

31.12.2023

APPLY NOW

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Zomato 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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