

Zomato Careers 2023 – Private Jobs – Customer Support Posts

Hiring organization

Zomato

Date posted

June 9, 2023

Valid through

31.12.2023

APPLY NOW

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

We are currently seeking dedicated and customer-oriented individuals to join our team as Customer Support Representatives at Zomato. As a Customer Support Representative, you will be at the forefront of providing exceptional service and assistance to our valued customers. If you have excellent communication skills, a passion for helping others, and thrive in a fast-paced environment, this is an exciting opportunity for you to contribute to the success of one of the leading food delivery platforms in the industry.

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Zomato Jobs Near Me

Responsibilities:

- Respond promptly to customer inquiries, concerns, and complaints via various channels, including phone calls, emails, and chat platforms.
- Provide accurate and timely information about our services, menus, order status, and payment options, ensuring customer satisfaction.
- Investigate and troubleshoot customer problems, utilizing problem-solving skills and resources to identify appropriate solutions.
- Collaborate with internal teams, including delivery, operations, and quality assurance, to resolve customer issues in a timely and effective manner.
- Collect customer feedback and suggestions, actively listening to their concerns and ideas for improvement.

- Communicate customer feedback to the relevant teams to help enhance our services, products, and customer experience.

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Zomato Careers

Requirements:

- Excellent verbal and written communication skills, with the ability to engage effectively with customers and colleagues.
- 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 customer support 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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