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Jio Recruitment 2023 – 2+Years Exp. – Part Time Jobs For Students – Customer Officer Post

Hiring organization

Jio

Date posted

July 4, 2023

Valid through

31.12.2023

APPLY NOW

Job Location

India

Remote work from: India

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Base Salary

Rs. 32,000 - Rs. 42,000

Qualifications

Graduate

Employment Type

Full-time

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Description

Jio Jobs In India

Job Description: Jio is seeking enthusiastic and customer-focused individuals to join our team as Customer Officers. As a Customer Officer, you will be responsible for delivering exceptional service and support to our valued customers. Your primary goal will be to ensure customer satisfaction by addressing inquiries, resolving issues, and providing accurate information. This is an excellent opportunity for individuals who are passionate about customer service and enjoy working in a dynamic and fast-paced environment.

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Responsibilities:

1. Serve as the primary point of contact for customers, addressing their inquiries and providing timely and accurate information.
2. Handle customer complaints and concerns in a professional and empathetic manner, aiming for effective resolution and customer satisfaction.
3. Assist customers with product and service-related issues, offering appropriate solutions and guidance.
4. Maintain a high level of product knowledge to effectively address customer queries and provide recommendations.
5. Process customer orders, returns, and exchanges in accordance with company policies and procedures.
6. Keep accurate records of customer interactions, transactions, and inquiries using designated systems or software.

7. Collaborate with other team members and departments to ensure seamless customer experience and resolve complex issues.
8. Stay up-to-date with industry trends, products, and services to effectively address customer needs and provide relevant information.
9. Identify opportunities for process improvements and suggest innovative ideas to enhance customer satisfaction and service efficiency.
10. Adhere to established service level agreements (SLAs) and key performance indicators (KPIs) to meet or exceed customer service standards.

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Skills and Qualifications:

1. Excellent verbal and written communication skills in English and any other regional language.
2. Strong interpersonal skills with the ability to build rapport and establish positive relationships with customers.
3. Active listening skills to understand customer needs and concerns.
4. Patience and empathy when dealing with challenging customer situations.
5. Ability to multitask and prioritize effectively in a fast-paced environment.
6. Proficiency in using customer service software, CRM systems, and other relevant tools.
7. Basic computer literacy and familiarity with MS Office applications.
8. Problem-solving skills to identify root causes and provide effective solutions.
9. Strong attention to detail and accuracy in handling customer requests and documentation.
10. Flexibility to work in rotational shifts, including evenings, weekends, and holidays.

Qualification and Experience:

- Graduation in any discipline is required.
- Prior experience in customer service or a related field is an advantage but not mandatory.

- Freshers are welcome to apply for this position.

Important Links

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

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