https://govhelp.in/job/britania-recruitment-2023-jobs-near-me-call-center-representative-post/

Britania Careers 2023 – Jobs Near Me – Call Center Representative Post

Job Location
India
Remote work from: Brazil

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Base Salary
USD. 10,500 - USD. 17,000

Qualifications
12th Pass, Graduate,

Employment Type
Full-time

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Description

Hiring organization
Britania

Date posted
May 25, 2023

Valid through
31.12.2023

APPLY NOW

Britania Recruitment 2023

A Call Center Representative plays a vital role in providing excellent customer service and handling various types of incoming and outgoing calls in a call centre or customer service centre. They serve as the primary point of contact for customers, addressing inquiries, resolving issues, and ensuring customer satisfaction. Call Center Representatives are responsible for maintaining a professional and courteous demeanour while efficiently handling a high volume of calls.

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Britania Careers

Responsibilities:

- Handle inbound and outbound calls promptly, professionally, and courteously.
- Provide exceptional customer service by addressing customer inquiries, concerns, and complaints.
- Understand customer needs and offer appropriate solutions or recommendations.
- Develop a comprehensive understanding of the company's products, services, and policies.
- Stay updated on product knowledge and industry trends to provide accurate information to customers.

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Qualifications:

- High school diploma or equivalent. Additional education or certifications are a plus.
- Proven experience as a Call Center Representative or in a customer service role.
- Excellent verbal and written communication skills.
- Strong active listening and problem-solving abilities.
- Patience, empathy, and a customer-centric mindset.
- Proficiency in using computer systems, CRM software, and call center tools.

Important Links:

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

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