

## Customer Support Executive – Email/Chat/Voice PERMANENT

**Hiring organization**  
BYJU'S

### Job Location

Whitehat Jr, Ground Floor, Jogeshwari – Vikhroli Link Rd, Raje Sambhaji Nagar, Marol, Andheri East, 400076, Mumbai , Maharashtra, India

**Date posted**  
May 12, 2023

**Valid through**  
31.12.2023

### Base Salary

USD. 16,500 - USD. 23,500

APPLY NOW

### Qualifications

Graduate

### Employment Type

Full-time

### Experience

1+ years of Experience

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### Description

## BYJU'S Recruitment 2023

A Customer Support Executive for Email, Chat, and Voice is a professional responsible for providing excellent customer service through various channels, including email, chat, and phone. They work in various industries, such as retail, technology, finance, and healthcare, to resolve customer queries, complaints, and issues.

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### Responsibilities:

1. Responding to customer inquiries and providing solutions through various channels, including email, chat, and phone.
2. Troubleshooting technical issues and resolving them in a timely and efficient manner.
3. Ensuring customer satisfaction and delivering a positive customer experience.
4. Documenting customer interactions and maintaining accurate records of

customer information and inquiries.

5. Collaborating with other teams, such as sales and marketing, to provide comprehensive customer support.
6. Managing customer complaints and escalating them to appropriate channels if necessary.
7. Staying up-to-date with product knowledge and industry trends to provide accurate and relevant information to customers.
8. Meeting or exceeding customer support metrics, such as response time and resolution rate.

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#### Qualifications:

1. Excellent communication and interpersonal skills.
2. Strong problem-solving and analytical skills.
3. Ability to work well under pressure and manage multiple priorities.
4. Proficient in using customer support software and tools, such as CRM and ticketing systems.
5. Knowledge of customer service principles and practices.
6. Experience with email, chat, and phone support.
7. Ability to work in a team environment and collaborate with colleagues.
8. A high school diploma or equivalent; some employers may require a college degree.

#### Important Links

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

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