



<https://govhelp.in/job/dhani-recruitment-2023-job-for-freshers-customer-service-post/>

Dhani Recruitment 2023 – Job For Freshers – Customer Service Post

Job Location

India
Remote work from: Brazil

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Base Salary

USD. 10,000 - USD. 16,500

Qualifications

12th Pass, Graduate.

Employment Type

Full-time

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Description

Dhani Recruitment 2023

Dhani Services Limited, a leading financial technology company, is seeking dedicated and enthusiastic individuals for the position of Customer Service Representative. As a Customer Service Representative, you will be the first point of contact for our valued customers, providing exceptional service and resolving their queries and concerns. This is an excellent opportunity for freshers who are looking to kick-start their careers in customer service and gain valuable experience in the financial services industry.

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Dhani Careers

Responsibilities:

1. Customer Support: Provide prompt and courteous assistance to customers via phone, email, or chat. Answer inquiries, address concerns, and provide accurate information about Dhani's products and services. Strive to deliver a personalized and positive customer experience in every interaction.
2. Issue Resolution: Listen attentively to customer issues and resolve them efficiently. Handle complaints, troubleshoot problems, and escalate complex issues to the appropriate departments for resolution. Ensure customer satisfaction by demonstrating empathy, professionalism, and a commitment to resolving their concerns.
3. Product Knowledge: Develop a thorough understanding of Dhani's financial

Hiring organization

Dhani

Date posted

June 3, 2023

Valid through

31.12.2023

APPLY NOW

products and services. Stay updated on product features, benefits, and any updates or changes. Provide clear and concise explanations to customers, guiding them in using the services effectively.

4. Documentation and Record-keeping: Accurately capture and maintain customer information, interactions, and transactions in the company's database. Update customer records as required and ensure data integrity. Generate reports and share insights with the team and management as necessary.
5. Compliance and Quality Assurance: Adhere to company policies, procedures, and regulatory guidelines while interacting with customers. Ensure compliance with data protection and privacy regulations. Participate in quality assurance activities to maintain service standards and improve customer satisfaction.

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Dhani Jobs Near Me

Qualifications:

- Bachelor's degree or equivalent qualification in any discipline.
- Strong communication skills in English, both verbal and written.
- Active listening skills and the ability to empathize with customers.
- Basic computer proficiency and familiarity with MS Office applications.
- Customer-centric mindset with a passion for delivering exceptional service.
- Ability to handle multiple tasks simultaneously while maintaining attention to detail.
- Strong problem-solving and analytical skills.

Flexibility to work in rotational shifts, including evenings and weekends.

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

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