



<https://govhelp.in/job/hotstar-recruitment-2023-all-india-jobs-call-center-representative-post/>

Hotstar Recruitment 2023 – All India Jobs – Call Center Representative Post

Hiring organization
Hotstar

Job Location

India
Remote work from: Brazil

Date posted
June 16, 2023

Valid through
31.12.2023

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Base Salary

USD. 10,200 - USD. 17,500

APPLY NOW

Qualifications

12th, Graduate.

Employment Type

Full-time

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Description

Hotstar Recruitment 2023

As a Call Center Representative at Hotstar, you will be the first point of contact for customers seeking assistance or information regarding Hotstar's products and services.

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Hotstar Jobs Near Me

Responsibilities:

1. Answering incoming calls and addressing customer inquiries, complaints, or issues.
2. Providing accurate and efficient responses to customer questions and concerns.
3. Assisting customers with troubleshooting technical problems and providing solutions.
4. Managing and resolving customer complaints in a professional and timely manner.
5. Documenting customer interactions and maintaining accurate records in the customer database.
6. Collaborating with other team members to escalate and resolve complex customer issues.
7. Upselling and promoting Hotstar's subscription plans or additional services to interested customers.

8. Keeping up-to-date with Hotstar's product offerings, new features, and service updates.

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Hotstar Work From Home Jobs

Qualifications:

1. Education: A high school diploma or equivalent qualification is required. Additional education or certifications in customer service will be an advantage.
2. Communication Skills: Excellent verbal and written communication skills in English and any other local languages to effectively interact with customers.
3. Customer Service Experience: Prior experience in a customer service role, preferably in a call center or contact center environment.
4. Problem-solving Skills: Strong problem-solving abilities to address customer issues and provide appropriate solutions.
5. Patience and Empathy: Ability to remain calm, patient, and empathetic when dealing with challenging customer situations.
6. Technical Proficiency: Basic understanding of technology and the ability to troubleshoot technical problems over the phone.
7. Multitasking Abilities: Good multitasking skills to handle multiple calls and tasks simultaneously.
8. Shift Flexibility: Willingness to work in rotational shifts, including evenings, weekends, and holidays, as per the call center's operational requirements.

Important Links

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

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