



<https://govhelp.in/job/hpcl-careers-all-job-for-you-latest-job-for-chat-process/>

## HPCL Careers – All Job For You – Latest Job For Chat Process

### Job Location

India

Remote work from: IN; US; AU; NZ; HK; JP; KZ; MY; SG; TW; TH; UZ; VN; AT; BY; BE; DK; FR; DE; GR; NL; RU; ES; CH; UK; GB; DZ; KW; MA; QA; SA; MX; AE; CA; GT; DO

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### Base Salary

USD. 14 - USD. 23

### Qualifications

12th Pass, Graduate, Post Graduate

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### Employment Type

Full-time

### Description

## HPCL Recruitment 2024

Are you looking for a dynamic and rewarding career where you can contribute to India's energy sector? HPCL, a leading oil and gas company in India, offers a unique opportunity to join our growing team!

### HPCL Jobs Near Me

HPCL is searching for talented individuals to join our team in a Chat Process role. This remote position allows you to work from the comfort of your own home, providing exceptional customer service through chat interactions.

### Summary

In this role, you will be the face of HPCL, interacting with customers through a chat platform. You will address their inquiries, provide exceptional customer service, and resolve their issues promptly and efficiently.

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Your responsibilities will include:

- Responding to customer inquiries via chat in a timely and professional manner.

### Hiring organization

Hindustan Petroleum

### Date posted

March 23, 2024

### Valid through

31.12.2024

APPLY NOW

- Gathering and understanding customer needs to provide accurate and relevant information.
- Researching and resolving customer issues effectively.
- Escalating complex issues to the appropriate team members.
- Maintaining a positive and helpful attitude throughout all interactions.
- Following HPCL's customer service guidelines and procedures.

### **Key Responsibilities**

- Be the first point of contact for customers via chat, providing exceptional service and building positive relationships.
- Actively listen to customer concerns and identify their needs to ensure a thorough understanding of their situation.
- Conduct research and utilize HPCL's knowledge base to provide accurate and up-to-date information to customers.
- Troubleshoot and resolve customer issues efficiently, following established procedures and escalation protocols when necessary.
- Document interactions clearly and concisely to ensure accurate record-keeping.
- Maintain a professional and courteous demeanor throughout all customer interactions, both online and offline (if applicable).
- Continuously learn and develop your knowledge of HPCL's products and services to enhance customer service delivery.
- Adapt to changing customer needs and work environments while maintaining a high level of performance.

### **Required Skills and Qualifications**

- Excellent written and verbal communication skills in English.
- Strong customer service orientation with a commitment to exceeding customer expectations.
- Active listening skills and the ability to understand customer needs effectively.
- Problem-solving skills and the ability to find solutions to customer issues efficiently.
- Proficiency in using computers and navigating various software applications, including chat platforms.
- The ability to work independently and manage multiple tasks simultaneously.
- A positive and enthusiastic attitude with a strong work ethic.

### **Experience**

- While experience in a customer service role is preferred, recent graduates with strong communication and problem-solving skills are welcome to apply.

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### **Why Join HPCL**

HPCL offers a competitive compensation and benefits package, including health insurance, paid time off, and opportunities for professional development. You will be joining a team of dedicated professionals who are passionate about providing exceptional customer service. HPCL also fosters a positive and collaborative work environment that values its employees' contributions.

### **Application Process**

Interested candidates should submit their resume and cover letter online through HPCL's career portal. In your cover letter, please highlight your skills and experience relevant to the Chat Process role and explain why you are interested in joining HPCL.

We encourage you to apply!

### **Join HPCL and Make a Difference**

HPCL is a company that is committed to making a positive impact on India's energy sector. By joining our team, you will have the opportunity to play a role in this important mission. We offer a rewarding career with the chance to develop your skills and knowledge, while also making a difference in the lives of our customers.

### **General Overview**

If you are looking for a challenging and rewarding career opportunity in a fast-paced environment, we encourage you to apply for the Chat Process role at HPCL. We offer a competitive compensation and benefits package, along with opportunities for professional development and growth. Join our team and help us deliver exceptional customer service!

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## Important Links

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

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