

Indigo Careers – Job Alert – Customer Service Representative in Indigo Company

Hiring organization

Indigo

Job Location

India

Remote work from: IND

Date posted

January 29, 2024

Valid through

31.08.2024

Base Salary

USD. 12 - USD. 19

APPLY NOW

Qualifications

Graduate, 12th

Employment Type

Full-time

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Description

Indigo Careers

As a Customer Service Representative at IndiGo, you'll be the first point of contact for our valued passengers, ensuring their travel experience is smooth, seamless, and filled with IndiGo's signature warmth. You'll be a problem-solver, a travel advisor, and a brand ambassador, all rolled into one!

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Indigo Hiring For Freshers

Responsibilities:

- **Handle passenger inquiries:** Resolve issues related to bookings, reservations, boarding, baggage, and other travel concerns with empathy, efficiency, and a smile.
- **Provide accurate and timely information:** Guide passengers through our policies, procedures, and services, ensuring clear communication and informed choices.
- **Go the extra mile:** Anticipate passenger needs, offer proactive assistance, and go beyond expectations to create delightful experiences.

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Skills:

- **Excellent communication skills:** Written and verbal fluency in English and Hindi are essential, with additional languages a plus.
- **Problem-solving and analytical skills:** The ability to identify issues, research solutions, and implement them effectively is crucial.
- **Customer-centricity:** A genuine passion for serving others and exceeding expectations is key.
- **Tech-savvy:** Proficiency in using airline reservation systems, ticketing tools, and CRM platforms is preferred.
- **Freshers welcome:** We believe in nurturing talent, so if you're eager to learn and grow, we'd love to hear from you!

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