



<https://govhelp.in/job/jio-recruitment-2023-free-job-alert-customer-care-associate-post/>

Jio Recruitment 2023 – Free Job Alert – Customer Care Associate Post

Hiring organization

Jio

Date posted

June 15, 2023

Valid through

31.12.2023

APPLY NOW

Job Location

India

Remote work from: Brazil

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Base Salary

USD. 12,000 - USD. 18,000

Qualifications

Graduation, 12th Passed

Employment Type

Full-time

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Description

Jio Recruitment 2023

Jio, a leading telecommunications company in India, is currently hiring for the position of Customer Care Associate. This is an exciting opportunity for individuals interested in providing excellent customer service and support. As a Customer Care Associate at Jio, you will play a crucial role in addressing customer queries, resolving issues, and ensuring customer satisfaction.

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Jio Jobs Near Me

Responsibilities:

1. Respond to customer inquiries via phone, email, or chat in a professional and timely manner.
2. Provide accurate and relevant information about Jio products, services, and plans.
3. Assist customers in troubleshooting technical issues with their devices or services.
4. Identify and escalate complex or unresolved customer issues to the appropriate department.
5. Maintain customer records and documentation accurately and securely.
6. Follow up with customers to ensure their concerns have been addressed satisfactorily.
7. Handle customer complaints and ensure prompt resolution.

8. Stay updated with Jio's products, services, and promotional offers to provide accurate information to customers.
9. Collaborate with cross-functional teams to resolve customer issues and improve customer experience.
10. Strive to achieve individual and team targets for customer satisfaction and service level agreements.

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Jio Careers

Skills:

1. High school diploma or equivalent educational qualification.
2. Prior experience in customer service or call center environment is preferred, but not mandatory.
3. Excellent communication and interpersonal skills.
4. Empathy and patience when dealing with customer queries or complaints.
5. Good problem-solving and decision-making abilities.
6. Ability to work in a fast-paced and dynamic environment.
7. Basic computer skills and familiarity with CRM software.
8. Flexibility to work in rotational shifts, including evenings, weekends, and holidays.
9. Fluency in local languages and proficiency in English is a plus.
10. Positive attitude and willingness to learn and adapt to changing customer needs.

Important Links

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

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