

PhonePe Recruitment 2023 – Jobs Near Me – BPO Staff Post

Job Location

India
Remote work from: Brazil

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Base Salary

USD. 12,000 - USD. 17,500

Qualifications

12th Pass, Graduate.

Employment Type

Full-time

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Description

PhonePe Recruitment 2023

PhonePe, a leading digital payment platform, is looking for enthusiastic and customer-centric individuals to join our team as BPO Staff. As a BPO Staff member, you will play a vital role in providing exceptional customer service and ensuring a seamless experience for our users. This is an exciting opportunity for freshers to kickstart their career in the dynamic world of customer support.

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PhonePe Careers

Responsibilities:

1. Customer Support: As a BPO Staff member at PhonePe, your primary responsibility will be to provide excellent customer support through various channels, including phone calls, emails, and chat. You will handle a wide range of customer inquiries, including account-related issues, transaction queries, and technical difficulties. Your goal will be to address customer concerns promptly, empathetically, and accurately, ensuring their satisfaction and building strong customer relationships.
2. Issue Resolution: In this role, you will be responsible for efficiently resolving customer issues and concerns. You will analyze problems, troubleshoot technical difficulties, and guide customers through step-by-step solutions. You will escalate complex issues to appropriate teams when necessary, ensuring a timely resolution and maintaining a high level of customer satisfaction. Your problem-solving skills, patience, and attention to detail will be instrumental in resolving customer issues effectively.
3. Documentation and Reporting: As a BPO Staff member, you will maintain accurate records of customer interactions, inquiries, and resolutions. You will update customer information, document recurring issues, and prepare reports on customer feedback and trends. Your attention to detail and

Hiring organization

PhonePe

Date posted

June 14, 2023

Valid through

31.12.2023

APPLY NOW

adherence to documentation guidelines will contribute to data accuracy and enable the identification of improvement opportunities. Your insights and feedback will play a crucial role in enhancing PhonePe's customer support processes and driving continuous improvement.

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PhonePe Jobs Near Me

Skills:

- Excellent verbal and written communication skills, with a strong command of the English language.
- Active listening skills and the ability to empathize with customers' concerns.
- Strong problem-solving abilities and the capacity to think quickly and provide effective solutions.
- Basic computer knowledge and proficiency in using email and other customer support tools.
- Ability to work in a fast-paced environment, handle multiple tasks, and prioritize effectively.
- Strong customer service orientation and a friendly, patient, and professional demeanor.

Important Links

Find the Link in [Apply Now](#)

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